Qustodio

The complete Parental Control solution

User Guide 2015

Qustodio

User Guide

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1. Introduction

1.1. What is Qustodio?

This user manual contains comprehensive user documentation for the Qustodio application. Qustodio makes Internet safety and device management simple for families, schools and SMBs. It provides multiple layers of protection and control for everything users do online and offline, whether they use a desktop computer, a laptop, a tablet, or a mobile phone. It can be used at home, at school, at work, or anywhere else. There is no hardware required, no complicated setup. Qustodio's simple web-based dashboard reports all information from each user or device protected. Qustodio's technology is so powerful, it collects in real-time data from all devices where it is installed and enforces the rules set immediately across all devices.

Qustodio comes in three different packages, adapted to the specific needs of each type of user:

- **Qustodio for Family** is designed for today's busy parents. It provides parents with the information they need at a glance and helps them set healthy time limits, block questionable sites, and keep their kids safe.
- **Qustodio for Schools** is a multi-user, multi-device solution that provides the tools to manage and protect students and devices in today's classroom. At school or on the move, Qustodio protects students' usage of devices.
- **Qustodio for Business** is designed to improve productivity at work, by showing how users in the organization use devices and Internet resources. It helps users identify and resolve potential issues and helps eliminate time wasting or inappropriate use of resources.

1.2. Features and benefits

Qustodio offers the following features and benefits:

- "Smart" web filters: Qustodio protects users from unsafe harmful sites that can slip past ordinary monitors. Qustodio uses hybrid technology to ensure the maximum protection available.
- Social monitoring: Qustodio monitors online social activity. It shows whom users are friends with and what type of content is being shared.

- Access controls: Qustodio's simple controls can be used to customize each user's Internet experience. Qustodio can be used to block specific sites, set healthy time limits, limit access to certain days or times of day, and enable "safe search" to block harmful sites from search results.
- App monitoring: Qustodio shows which apps are being used, and when and for how long.
- Location tracking: Qustodio's location monitoring tracks users' location in real-time.
- Calls & text messages monitoring and blocking: Qustodio monitors phone calls and SMS messages and offers the option to block all contacts or specific ones. It also shows how much time was spent on calls and the number of texts exchanged.
- Multiple users & devices: Qustodio lets administrators create multiple accounts so they can customize each monitored user's rules on as many devices as necessary.
- Web-based dashboard: Qustodio's dashboard can be accessed from anywhere: at the office, on the road, or halfway across the world. The only thing needed is an Internet connection.
- Activity reports: Qustodio's activity reports show exactly what each monitored user is doing. The info is presented in clear, easy-to-read charts and graphs.
- Danger alerts: Qustodio monitors all questionable activities on the web and can send alerts if users visit potentially harmful sites. It also sends daily and weekly summary reports of activities by email.
- Panic alerts: Qustodio allows you to set up a Panic Button on Android smartphones. When enabled, users can send emergency alerts with location information from their smartphones to a list of trusted contacts.

2. Installing Qustodio

2.1. Requirements

- **Basics**

To use Qustodio and set it up to protect devices, an Internet connection and a valid email address are required.

- **Supported Operating Systems**

Qustodio protects devices with the following operating systems:

- Windows XP (Home Edition SP2, Professional SP2, Professional x64 Edition SP1)

- Windows Vista (x86 and x64, all editions)

- Windows 7 (x86 and x64, all editions)

- Windows 8 (x32 and x64, all editions)

- Windows 10 (x86 and x64, all editions)

- Android 2.4 onwards

- iOS 7 onwards

- Mac 10.6 onwards

- **Hardware Requirements for Win/Mac**

Recommended hardware requirements for Qustodio are as follows:

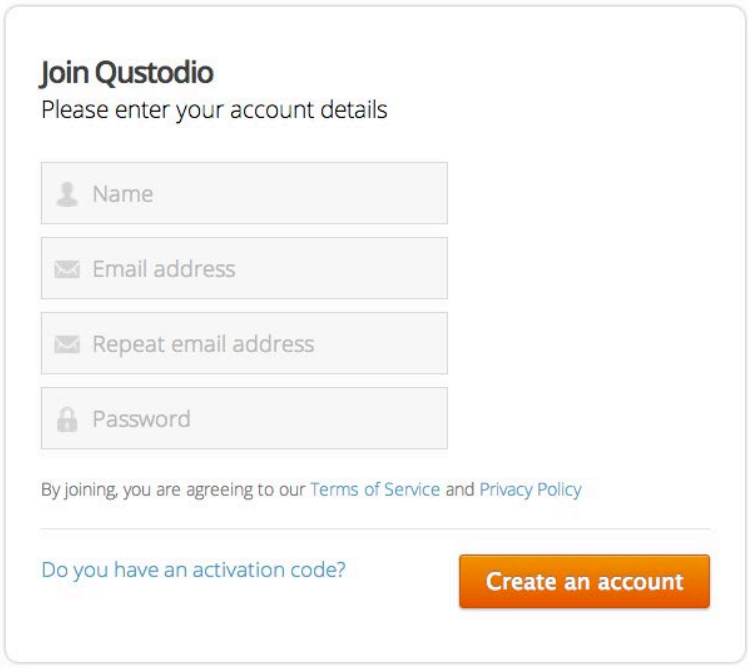
- CPU 1.8 GHz or faster

- 1024 MB or more of RAM memory

- 1.6 GB or more of free hard disk space

2.2. Create an account at Qustodio

You can register for a Qustodio account directly on the website. Go to www.qustodio.com/get-started. The following is displayed:


Join Qustodio
Please enter your account details
Name
Email address
Repeat email address
Password
By joining, you are agreeing to our Terms of Service and Privacy Policy
Do you have an activation code?
Create an account

- If you do not have an activation code:

- Enter the name of the user in the **Name** field.

- Enter a valid email address in the **Email address** field.

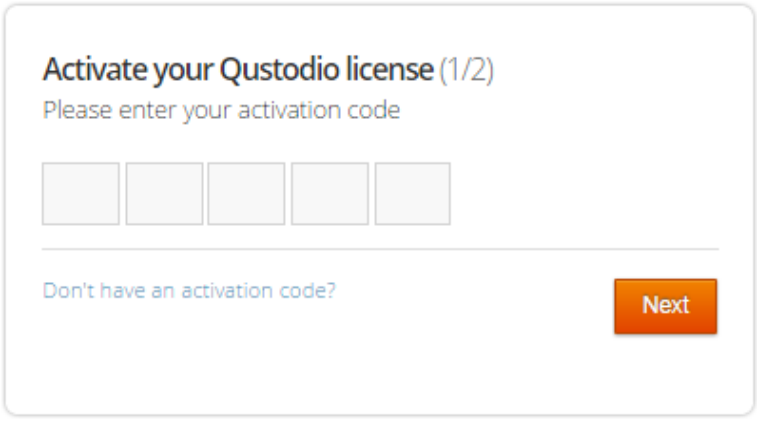
- Re-enter the email address in the **Repeat email address**.

- Enter a password for your account with Qustodio in the **Password** field.

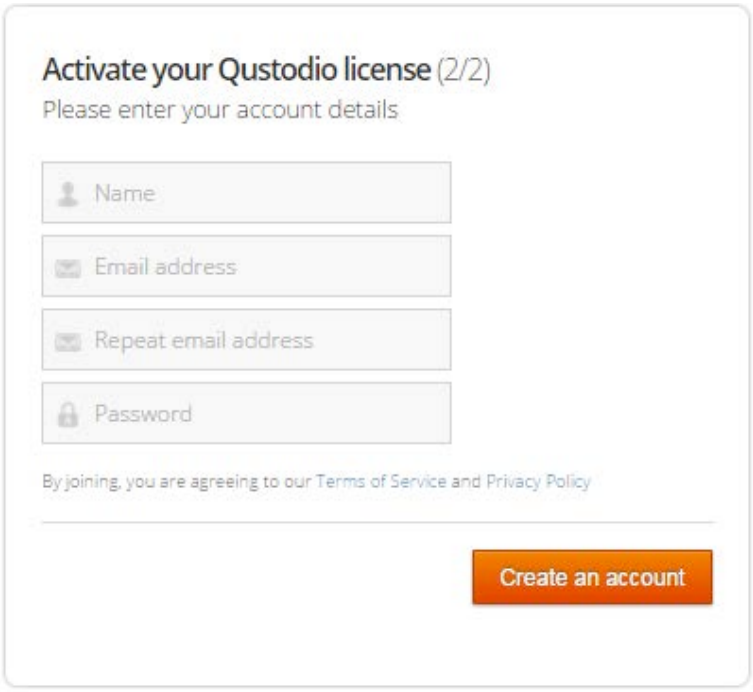
- Click **Create an account**.

- If you have an activation code:

- Click the **Do you have an activation code?** link. This should display text boxes to enter the activation code as shown.



- Enter the activation code in the boxes and click **Next**. The following page is displayed.


Activate your Qustodio license (2/2)
Please enter your account details
Name
Email address
Repeat email address
Password
By joining, you are agreeing to our Terms of Service and Privacy Policy
Create an account

- Enter the name of the user in the **Name** field.

- Enter a valid email address in the **Email address** field.

- Re-enter the email address in the **Repeat email address**.

- Enter a password for your account with Qustodio in the **Password** field.

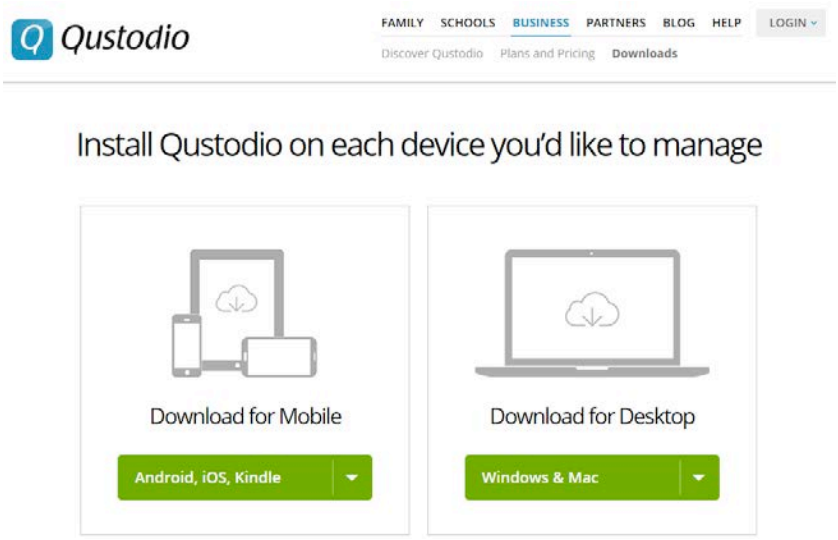
- Click **Create an account**.

2.3. Download and install Qustodio on your devices

2.3.1. Downloading the Qustodio installation file

To install Qustodio on your devices, you will need the latest installation file. To make sure you are installing the latest available version of Qustodio, always download the installation file from the Qustodio website directly.

1. Log into the **device you want to protect** and visit http://www.qustodio.com/
2. You can choose between the three different packages available: **Family, Schools, or Business,** in the header of the website.
3. For each package, you will find the option **Downloads**.
4. Select the type of device you want to monitor and protect. You will then be automatically directed to the corresponding download site or the download will start automatically.



2.3.2. Installing Qustodio on a Windows device

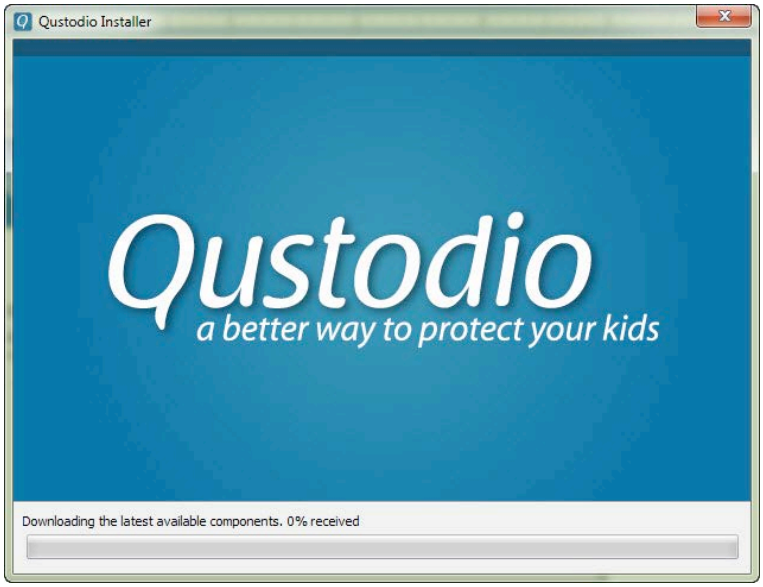
Once the Qustodio installation file is downloaded on the Windows device you want to protect, you can run the installation. For this:

1. Double-click the Qustodio installer.
2. In the first dialog window, **select the language** used for the installation process on the top right corner. Click the combo box to roll down the language menu and select the desired language.

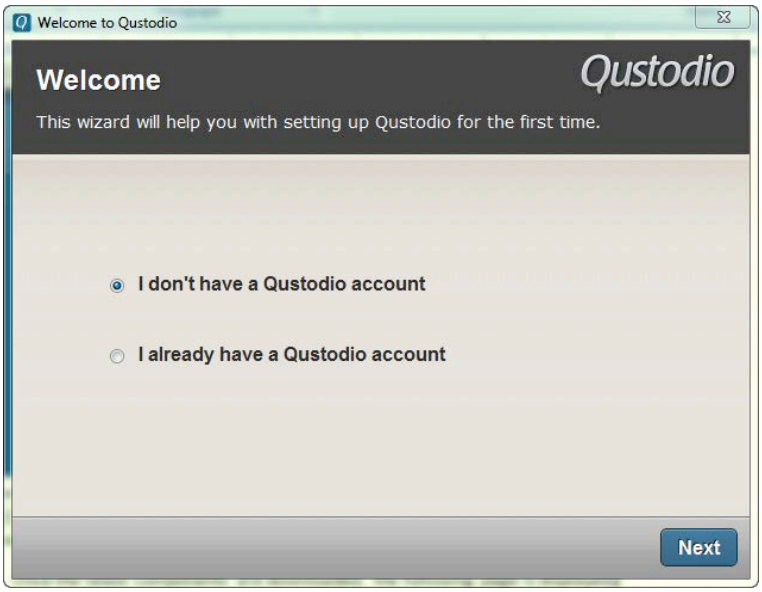
3. The dialog also provides a link to the full wording of the Qustodio end-user license agreement. To confirm that you have read, understood, and accept the agreement, click **Accept and Install**. If you do not agree with the license agreement, press the Cancel button, and the installation process will be immediately terminated.

Qustodio Installer
Qustodio
a better way to protect your kids
English
Congratulations, you are now installing Qustodio.
By installing this product you agree that you have read and accept the terms and conditions specified here: Qustodio End-User License Agreement.
Cancel
Accept and Install

4. Qustodio will then download the latest components available.


Qustodio Installer
Qustodio
a better way to protect your kids
Downloading the latest available components. 0% received

5. Once the components are downloaded, the following page is displayed:


Welcome to Qustodio
Welcome
Qustodio
This wizard will help you with setting up Qustodio for the first time.
I don't have a Qustodio account
I already have a Qustodio account
Next

- ***If you do not have a Qustodio account***

1. Select **I don't have a Qustodio account** option and click **Next**. The following page is displayed.

- Enter your name in the **Name** field.

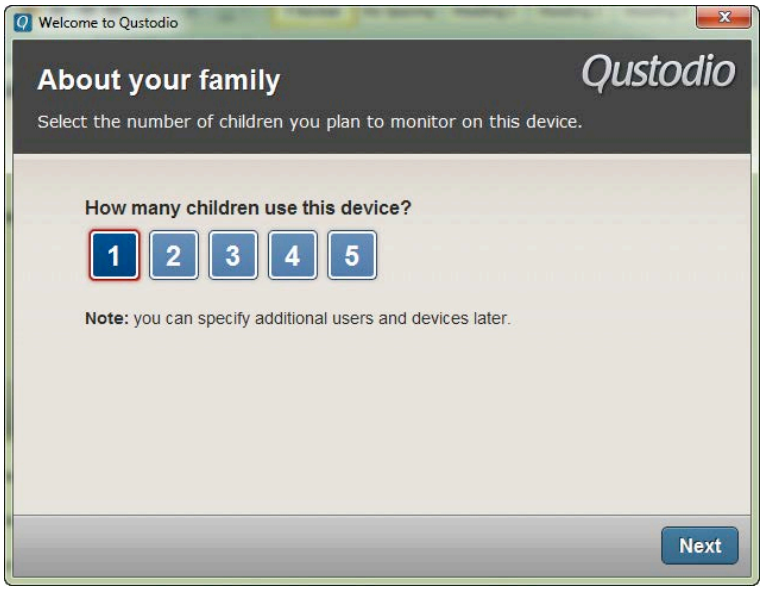
- Enter your email address in the **Email address** field.

- Re-enter your email address in the **Verify email address** field.

- Enter the password you want to use for your account at Qustodio in the **Password** field.

Re-enter the password in the **Verify password** field.

2. Click **Next**. The following page is displayed.



Select the number of users/children using this Windows device.

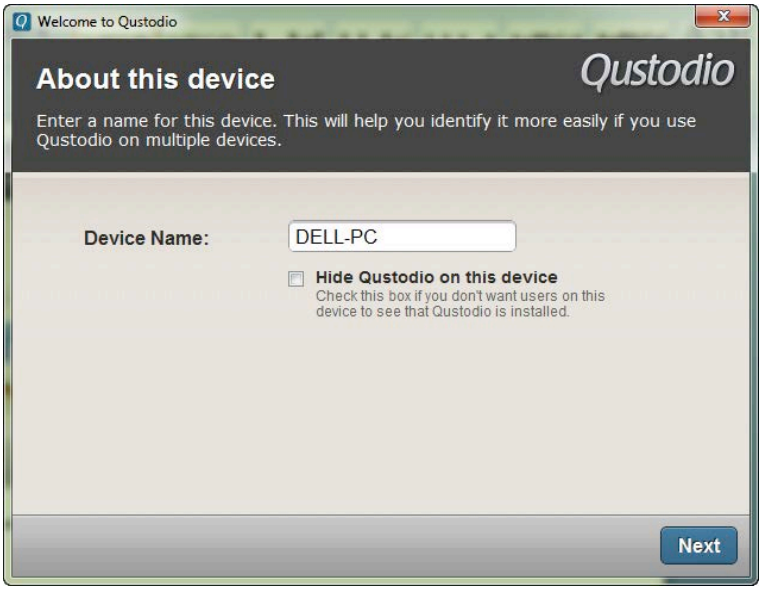
3. Click **Next**. The following page is displayed.

4. Enter the name of the users and click **Next**. The following page is displayed.

- For each user, please select the year of birth from the **Birth year** dropdown list.

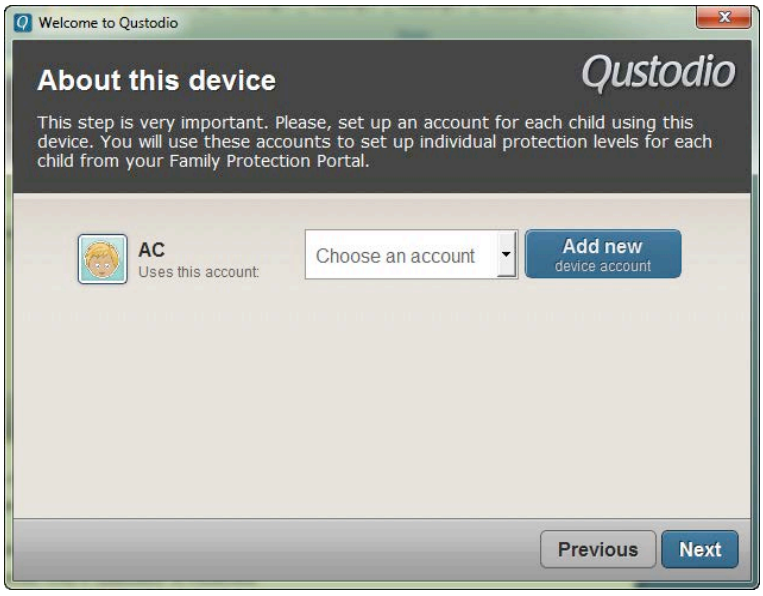
- Select the **Gender** (Boy/Girl) and click the image to select the required **Avatar**.

5. Click **Next**. The following page is displayed.


Welcome to Qustodio
About this device
Qustodio
Enter a name for this device. This will help you identify it more easily if you use Qustodio on multiple devices.
Device Name:
DELL-PC
Hide Qustodio on this device
Check this box if you don't want users on this device to see that Qustodio is installed.
Next

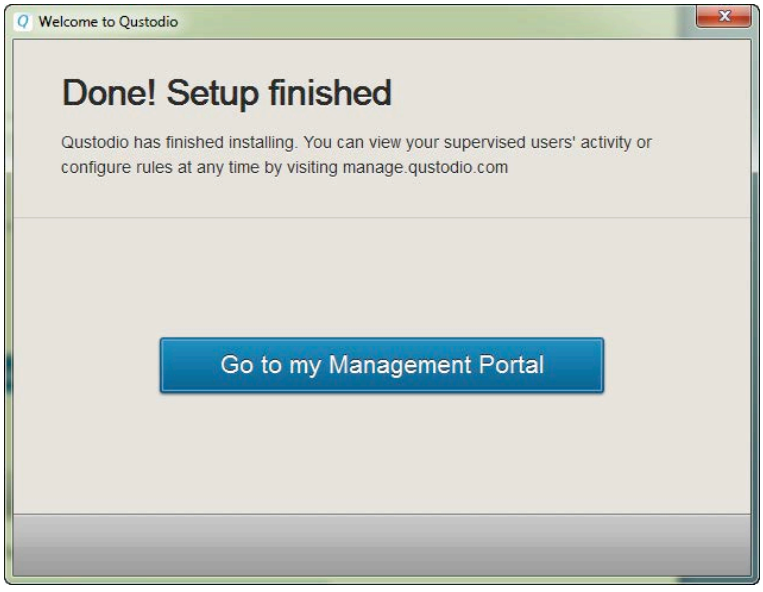
By default, the name of the device is displayed in the **Device Name** field but you can modify it by entering the name you want to use to make it easier to identify the device. This dialog window also offers the option to hide Qustodio on the device.

6. Click **Next**. The following page is displayed.

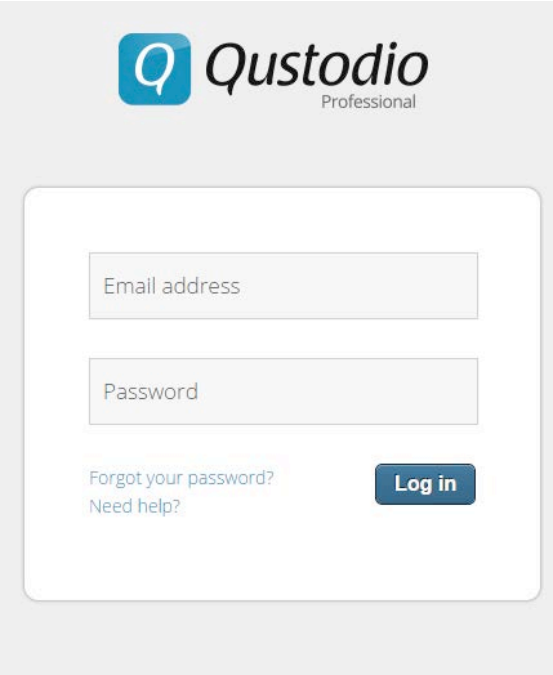

Welcome to Qustodio
About this device
Qustodio
This step is very important. Please, set up an account for each child using this device. You will use these accounts to set up individual protection levels for each child from your Family Protection Portal.
AC
Uses this account:
Choose an account
Add new
device account
Previous
Next

Here you can associate each user profile created in Qustodio with its corresponding user account on the computer. For this, simply select the user account from the dropdown list. To add a new user account on the computer, click **Add new**.

7. Click **Next**. The Welcome screen is displayed. You can click **Next** until the following screen is displayed.


Welcome to Qustodio
Done! Setup finished
Qustodio has finished installing. You can view your supervised users' activity or configure rules at any time by visiting manage.qustodio.com
Go to my Management Portal

8. Click **Go to my Family Portal**. The following Login page is displayed.



You can now login using the registered Email address and Password.

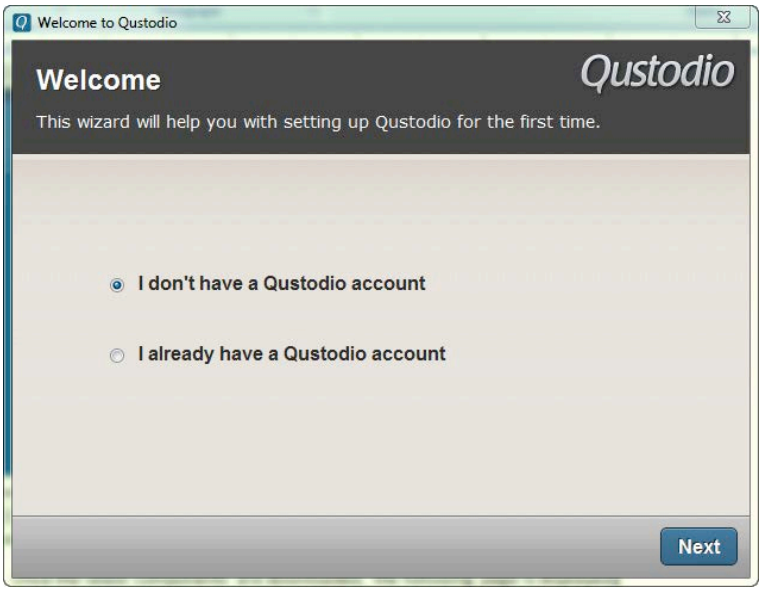
Remember:

- Family users access their Portal via https://family.qustodio.com/.

- Professional users access their Portal via https://manage.qustodio.com/.

- ***If you have a Qustodio account***

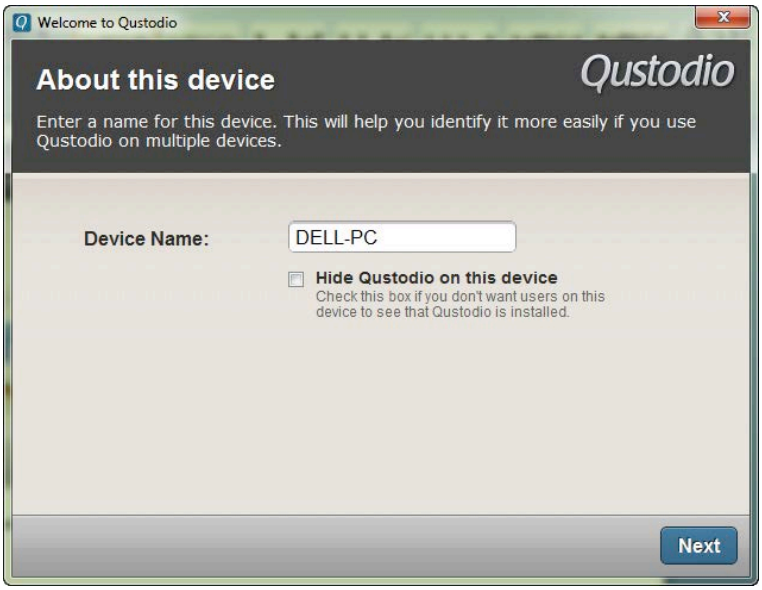
- Select **I already have a Qustodio account** and click **Next**.


Welcome to Qustodio
Welcome
Qustodio
This wizard will help you with setting up Qustodio for the first time.
I don't have a Qustodio account
I already have a Qustodio account
Next

- Enter the email address you used to register at Qustodio in the **Email address** field.

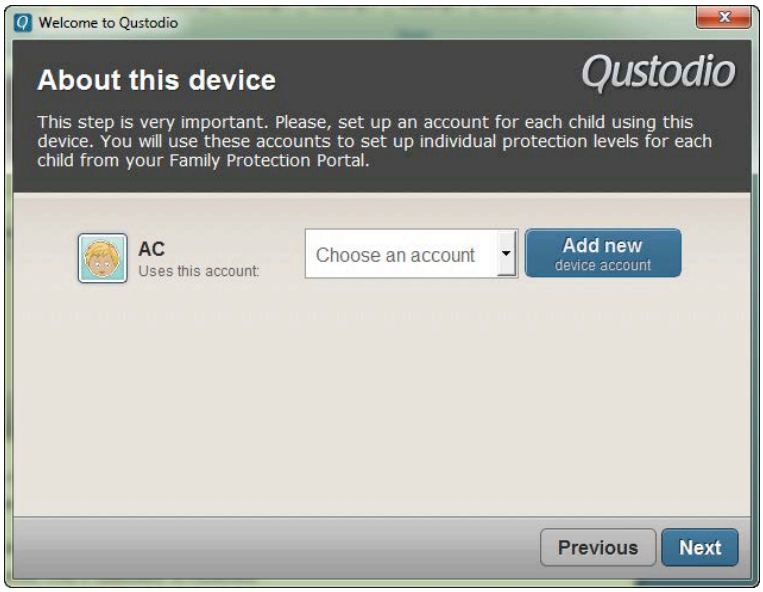
- Enter your password to authenticate in the **Password** field.

- Click **Next**. The following page is displayed.


Welcome to Qustodio
About this device
Qustodio
Enter a name for this device. This will help you identify it more easily if you use Qustodio on multiple devices.
Device Name:
DELL-PC
Hide Qustodio on this device
Check this box if you don't want users on this device to see that Qustodio is installed.
Next

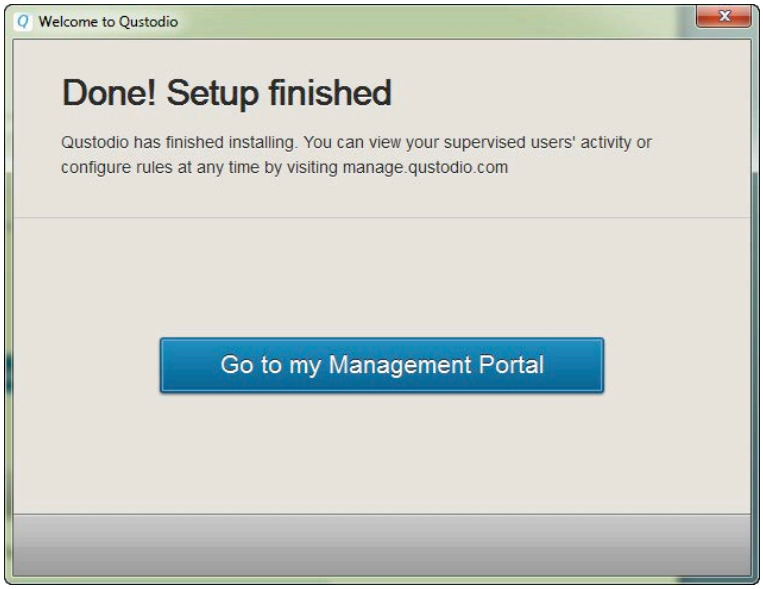
By default, the name of the device is displayed in the **Device Name** field but you can modify it by entering the name you want to use to make it easier to identify the device. This dialog window also offers the option to hide Qustodio on the device.

- Click **Next**. The following page is displayed.

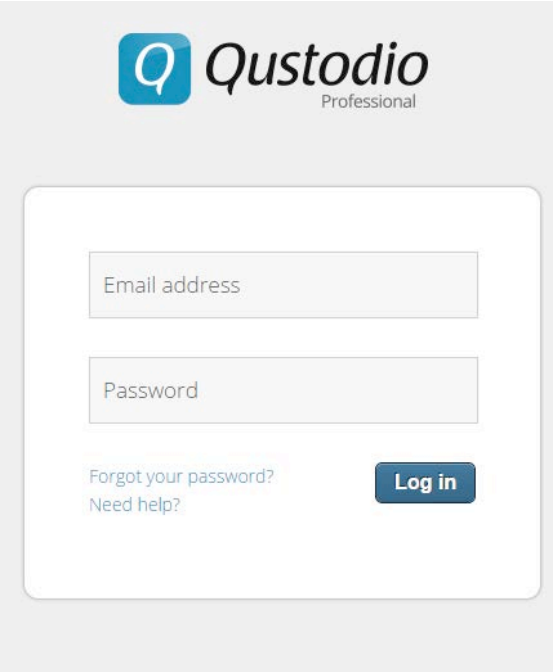

Welcome to Qustodio
About this device
Qustodio
This step is very important. Please, set up an account for each child using this device. You will use these accounts to set up individual protection levels for each child from your Family Protection Portal.
AC
Uses this account:
Choose an account
Add new
device account
Previous
Next

Select the account for the user using this device from the dropdown list. To add a new user account on the computer, click **Add new**.

- Click **Next**. The Welcome screen is displayed. You can click **Next** until the following screen is displayed.


Welcome to Qustodio
Done! Setup finished
Qustodio has finished installing. You can view your supervised users' activity or configure rules at any time by visiting manage.qustodio.com
Go to my Management Portal

- Click **Go to my Family or Management Portal**. The following Login page is displayed.



You can now login your Portal using the registered Email address and Password.

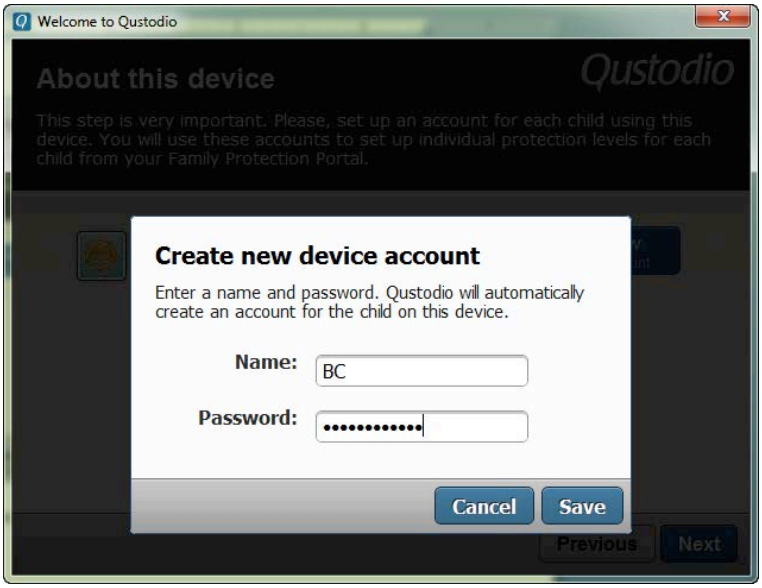
Remember:

- Family users access their Portal via https://family.qustodio.com/.

- Professional users access their Portal via https://manage.qustodio.com/.

- ***Adding a New User Account on the Computer***

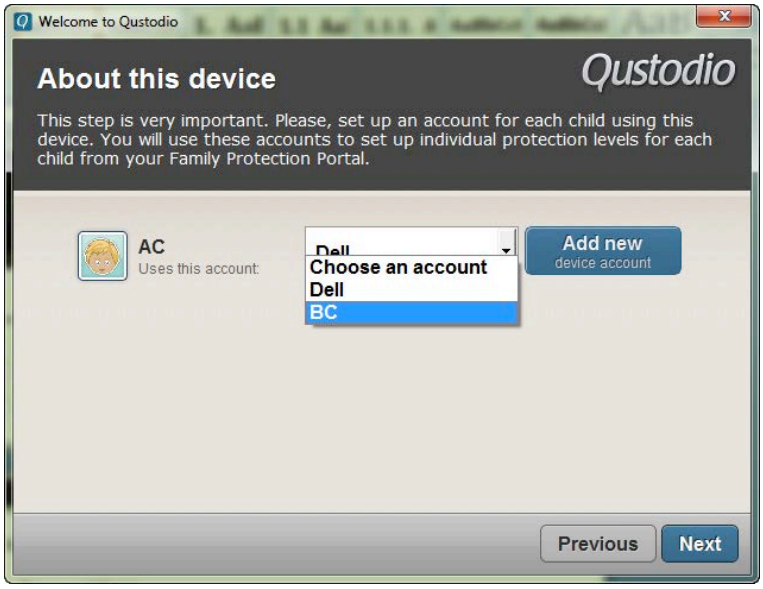
To add a new user account on your computer, click **Add new**.


Welcome to Qustodio
About this device
Qustodio
This step is very important. Please, set up an account for each child using this device. You will use these accounts to set up individual protection levels for each child from your Family Protection Portal.
Create new device account
Enter a name and password. Qustodio will automatically create an account for the child on this device.
Name:
BC
Password:
Cancel
Save
Previous
Next

- Enter the name of the user in the **Name** field.

- Enter the password for the account in the **Password** field.

- Click **Save**. The account is displayed in the dropdown list as shown.


Welcome to Qustodio
About this device
Qustodio
This step is very important. Please, set up an account for each child using this device. You will use these accounts to set up individual protection levels for each child from your Family Protection Portal.
AC
Uses this account:
Dell
Choose an account
Dell
BC
Add new
device account
Previous
Next

2.3.3. Installing Qustodio on Mac

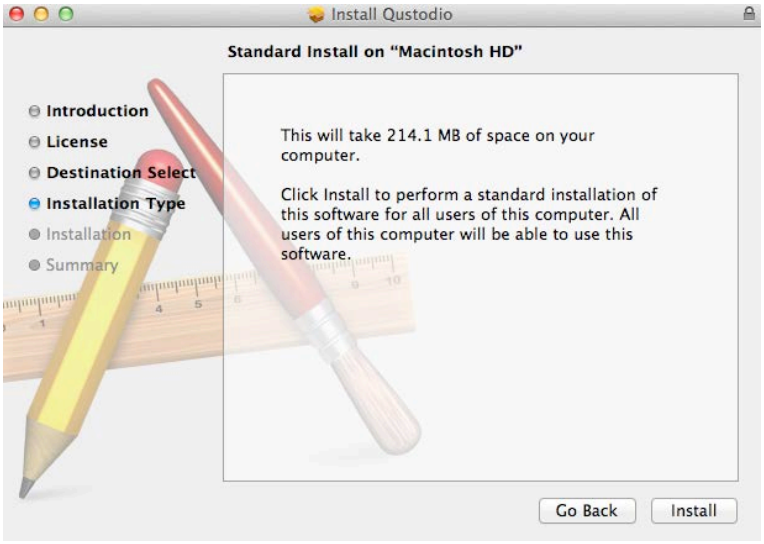
Once the Qustodio installation file is downloaded on the Mac device you want to protect, you can run the installation.

For this:

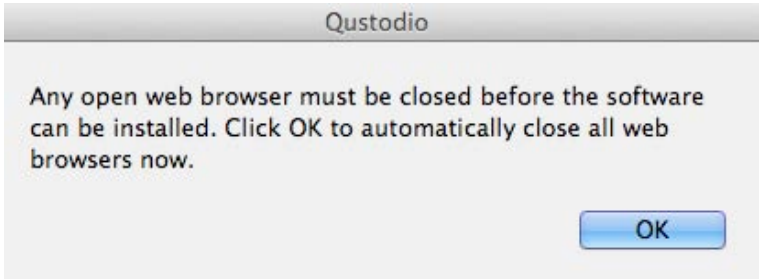
1. Double-click the Qustodio.dmg file to mount it.
2. Double-click the Qustodio.pkg file. The Qustodio will be launched.
3. In the first dialog window, click **Continue**.
4. The second dialog provides a link to the full wording of the Qustodio **end-user license agreement**. To confirm that you have read, understood, and accept the agreement, click **Continue,** and **Agree**. If you do not agree with the license agreement click Continue and Disagree or simply close the window, and the installation process will be immediately terminated.

Install Qustodio
Software License Agreement
Introduction
License
Destination Select
Installation Type
Installation
Summary
English
Qustodio - Terms and Conditions
These terms and conditions ("Terms") govern the access to and use of the Qustodio Platform and control panel ("Qustodio Platform"), the Qustodio client Software ("Qustodio Software") and Qustodio services ("Qustodio Services") provided by Qustodio Technologies, SL (the "Licensor", "Company" or "we/us") for all users ("Licensee" or "you"), and made available at http://www.qustodio.com. The Qustodio Platform, Software and Services are collectively referred to as "Qustodio".
Please read the license terms below. By using the Qustodio Software and registering for a Qustodio Account, you accept these terms. Breach of any part of the Terms may result in suspension or termination of your Qustodio account. If you do not agree to them, then do not install, use or copy Qustodio nor create any online Qustodio account.
To be able to use Qustodio, you must also create an online account at www.qustodio.com, and accept the corresponding terms of use.
You affirm that you are fully able and competent to enter into these terms. If you are contracting Qustodio Professional and you are acting for a legal entity, you affirm that you are acting in your professional capacity or on behalf of the company/entity that you represent. When accepting this Agreement on behalf of an enterprise or institution, you confirm that you have authority to bind such enterprise or institution.
Qustodio Home and Qustodio Professional/Schools
For the purposes of the Terms set out below, the following definitions shall apply, depending if you are a Home User or a Professional/School User:
Print...
Save...
Go Back
Continue

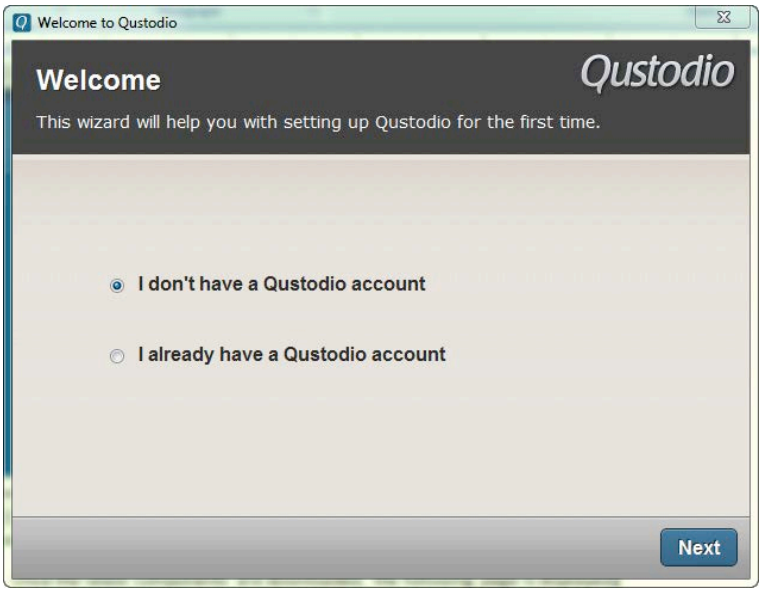
5. Click **Install**.


Install Qustodio
Standard Install on "Macintosh HD"
Introduction
License
Destination Select
Installation Type
Installation
Summary
This will take 214.1 MB of space on your computer.
Click Install to perform a standard installation of this software for all users of this computer. All users of this computer will be able to use this software.
Go Back
Install

6. A warning message is displayed. Click **OK**.


Qustodio
Any open web browser must be closed before the software can be installed. Click OK to automatically close all web browsers now.
OK

7. The following page is displayed:


Welcome to Qustodio
Welcome
Qustodio
This wizard will help you with setting up Qustodio for the first time.
I don't have a Qustodio account
I already have a Qustodio account
Next

- ***If you do not have a Qustodio account***

1. Select **I don't have a Qustodio account** option and click **Next**. The following page is displayed.

- Enter your name in the **Name** field.

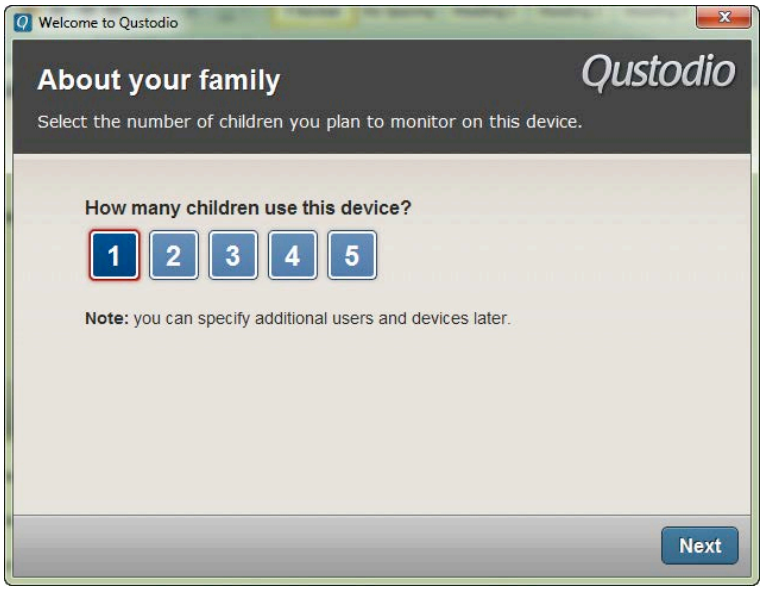
- Enter your email address in the **Email address** field.

- Re-enter your email address in the **Verify email address** field.

- Enter the password you want to use for your account at Qustodio in the **Password** field.

Re-enter the password in the **Verify password** field.

2. Click **Next**. The following page is displayed.



Select the number of users/children using this device.

3. Click **Next**. The following page is displayed.

4. Enter the name of the users and click **Next**. The following page is displayed:

- For each user, please select the year of birth from the **Birth year** dropdown list.

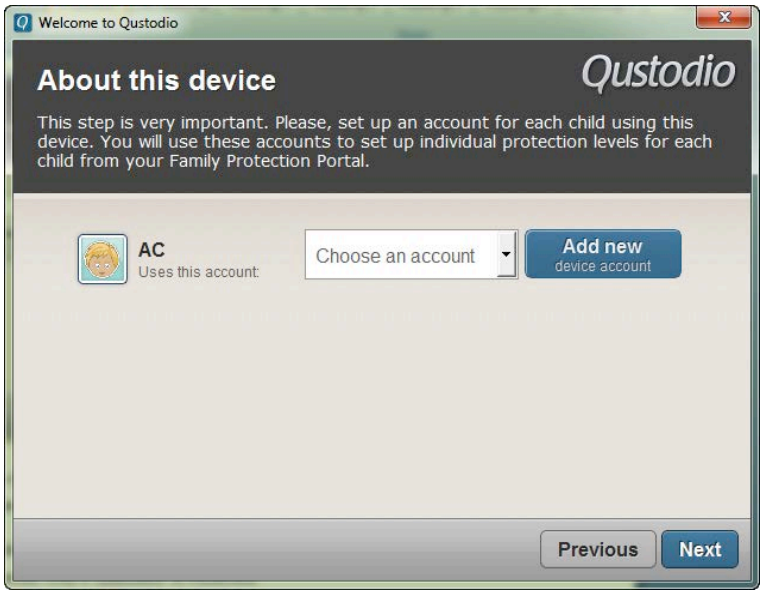
- Select the **Gender** (Boy/Girl) and click the image to select the required **Avatar**.

5. Click **Next**. The following page is displayed.

Welcome to Qustodio
About this device
Qustodio
Enter a name for this device. This will help you identify it more easily if you use Qustodio on multiple devices.
Device Name:
Macbook Air
Hide Qustodio on this device
Check this box if you don't want users on this device to see that Qustodio is installed.
Next

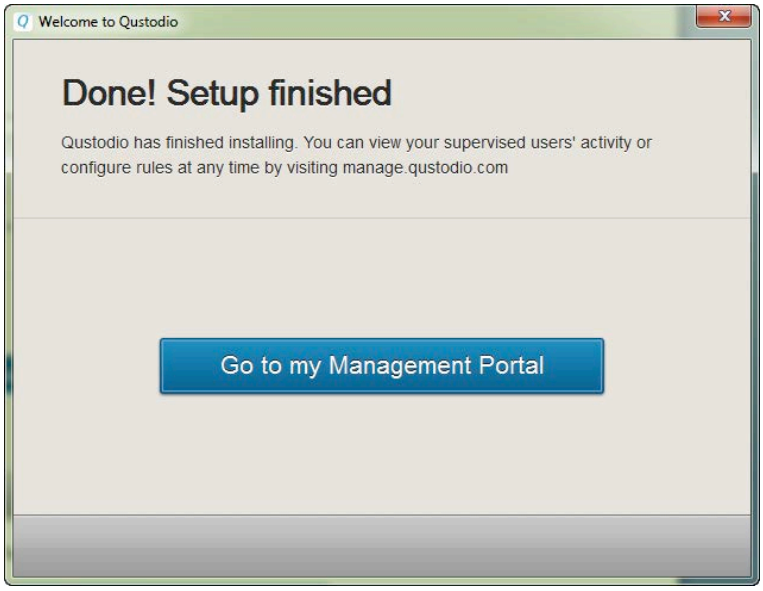
By default, the name of the device is displayed in the **Device Name** field but you can modify it by entering the name you want to use you want to use to make it easier to identify the device. This dialog window also offers the option to hide Qustodio on the device.

6. Click **Next**. The following page is displayed.

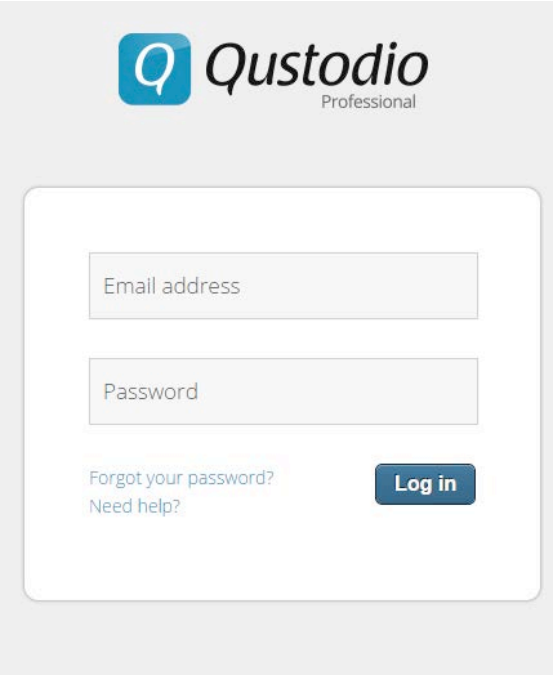

Welcome to Qustodio
About this device
Qustodio
This step is very important. Please, set up an account for each child using this device. You will use these accounts to set up individual protection levels for each child from your Family Protection Portal.
AC
Uses this account:
Choose an account
Add new
device account
Previous
Next

Here you can associate each user profile created in Qustodio with its corresponding user account on the computer. For this, simply select the user account from the dropdown list. To add a new user account on the computer, click **Add new**.

7. Click **Next**. The Welcome screen is displayed. You can click **Next** until the following screen is displayed.


Welcome to Qustodio
Done! Setup finished
Qustodio has finished installing. You can view your supervised users' activity or configure rules at any time by visiting manage.qustodio.com
Go to my Management Portal

8. Click **Go to my Family Portal**. The following Login page is displayed.



You can now login using the registered Email address and Password.

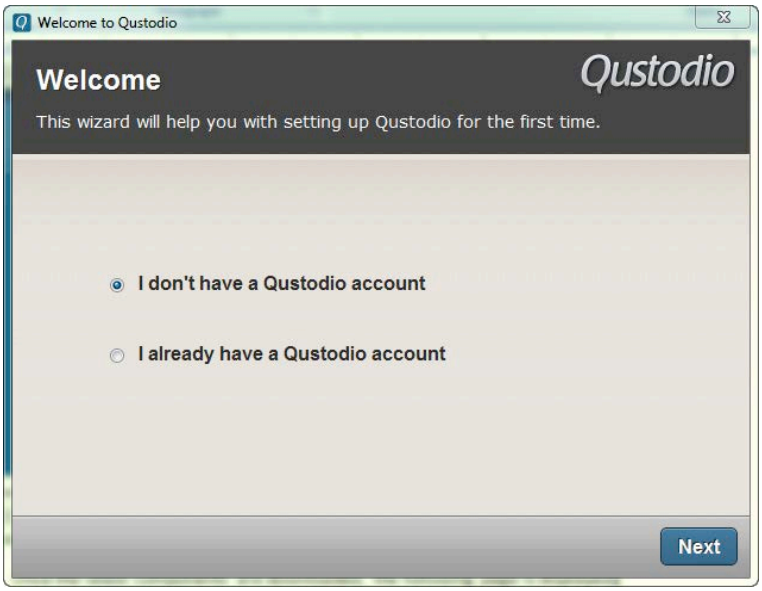
Remember:

- Family users access their Portal via https://family.qustodio.com/.

- Professional users access their Portal via https://manage.qustodio.com/.

- ***In the case you have a Qustodio account***

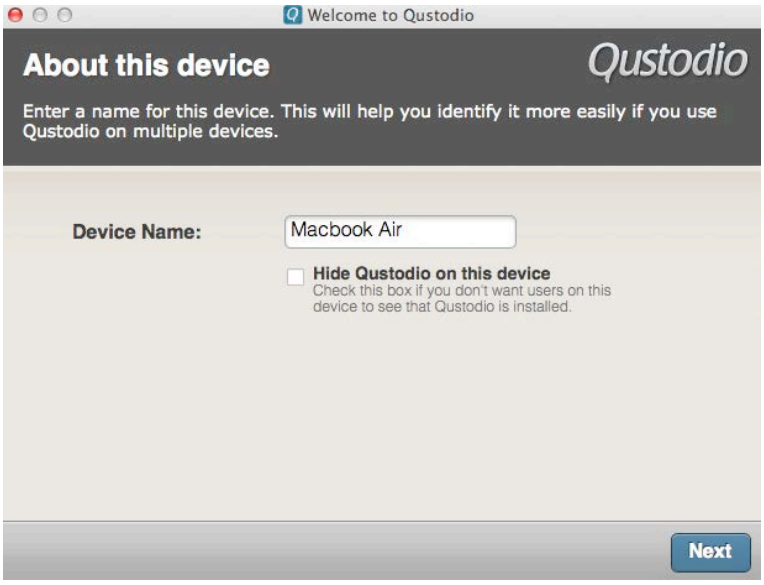
- Select **I already have a Qustodio account** and click **Next**.


Welcome to Qustodio
Welcome
Qustodio
This wizard will help you with setting up Qustodio for the first time.
I don't have a Qustodio account
I already have a Qustodio account
Next

- Enter the email address you used to register at Qustodio in the **Email address** field.

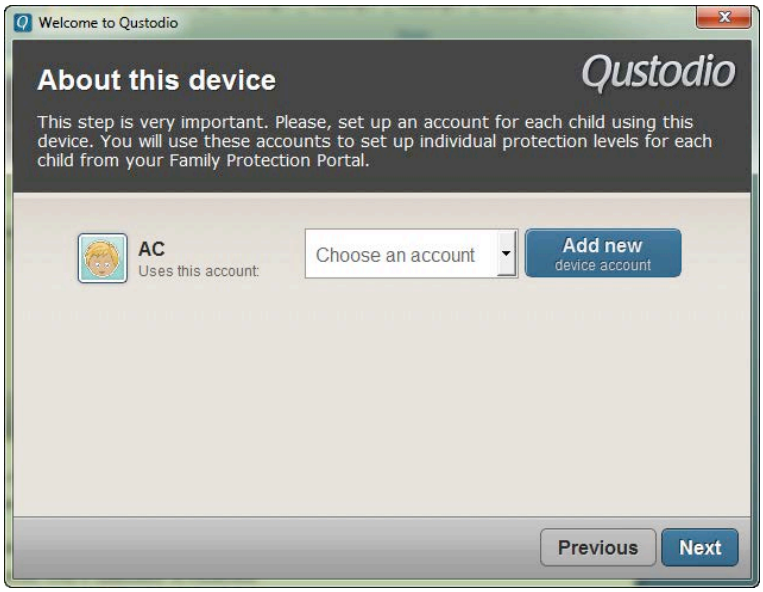
- Enter your password to authenticate in the **Password** field.

- Click **Next**. The following page is displayed.


Welcome to Qustodio
About this device
Qustodio
Enter a name for this device. This will help you identify it more easily if you use Qustodio on multiple devices.
Device Name:
Macbook Air
Hide Qustodio on this device
Check this box if you don't want users on this device to see that Qustodio is installed.
Next

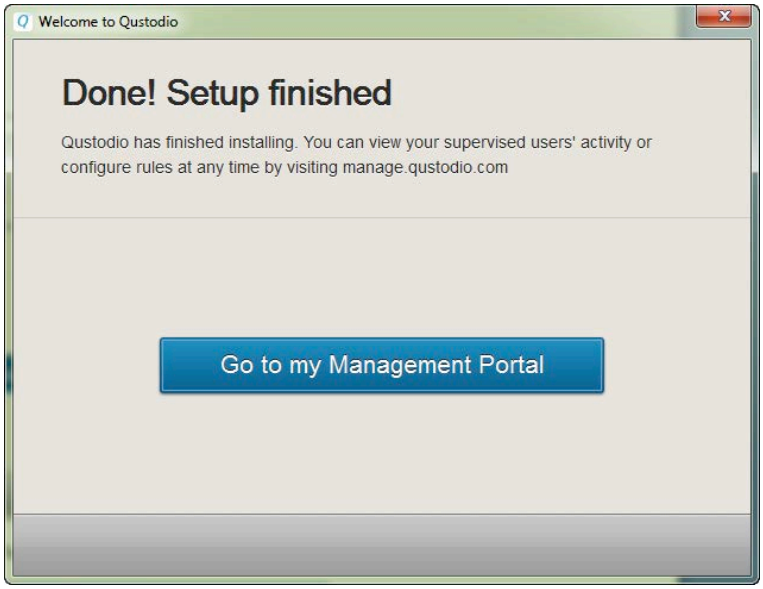
By default, the name of the device is displayed in the **Device Name** field but you can modify it by entering the name you want to use to make it easier to identify the device. This dialog window also offers the option to hide Qustodio on the device.

- Click **Next**. The following page is displayed.

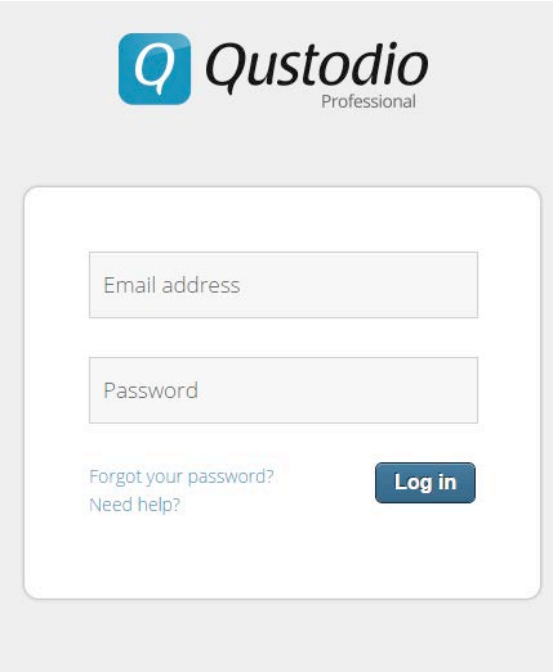

Welcome to Qustodio
About this device
Qustodio
This step is very important. Please, set up an account for each child using this device. You will use these accounts to set up individual protection levels for each child from your Family Protection Portal.
AC
Uses this account:
Choose an account
Add new
device account
Previous
Next

Select the account for the user using this device from the dropdown list. To add a new user account on the computer, click **Add new**.

- Click **Next**. The Welcome screen is displayed. You can click **Next** until the following screen is displayed.


Welcome to Qustodio
Done! Setup finished
Qustodio has finished installing. You can view your supervised users' activity or configure rules at any time by visiting manage.qustodio.com
Go to my Management Portal

- Click **Go to my Family or Management Portal**. The following Login page is displayed.



You can now login your Portal using the registered Email address and Password.

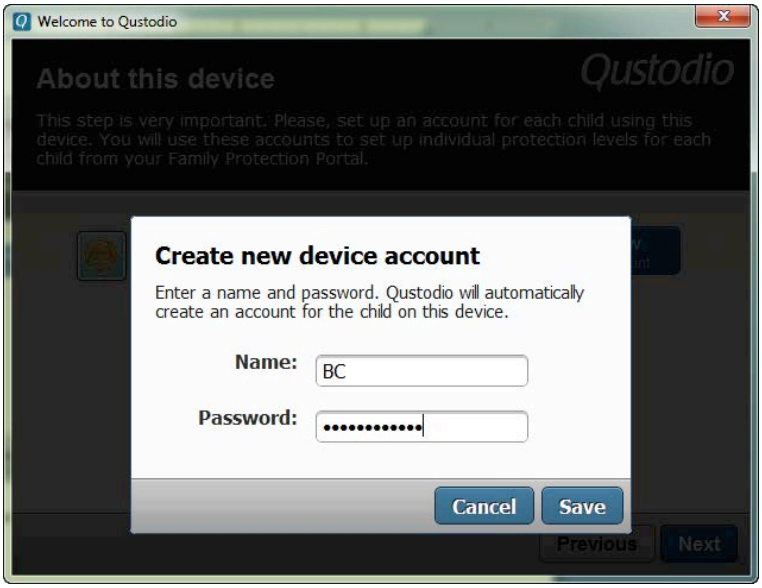
Remember:

- Family users access their Portal via https://family.qustodio.com/.

- Professional users access their Portal via https://manage.qustodio.com/.

- ***Adding a new user account on the computer***

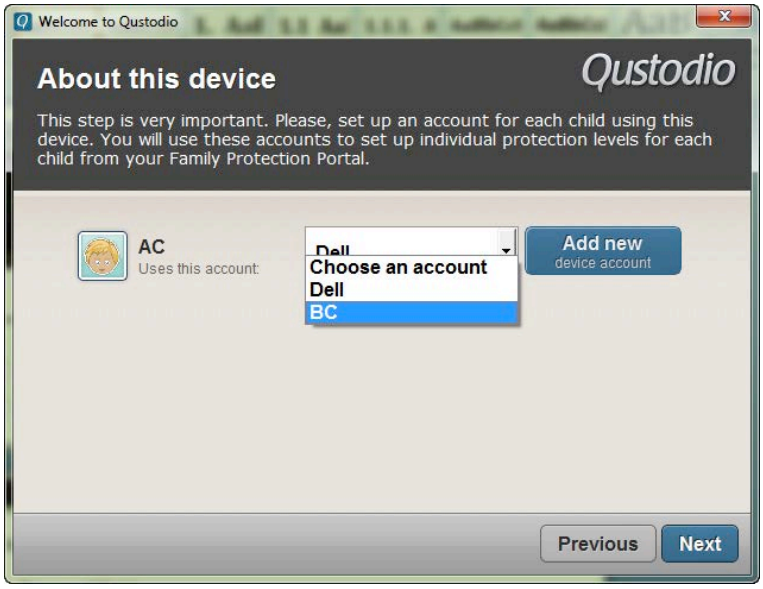
To add a new user account on your computer, click **Add new**.


Welcome to Qustodio
About this device
Qustodio
This step is very important. Please, set up an account for each child using this device. You will use these accounts to set up individual protection levels for each child from your Family Protection Portal.
Create new device account
Enter a name and password. Qustodio will automatically create an account for the child on this device.
Name:
BC
Password:
Cancel
Save
Previous
Next

- Enter the name of the user in the **Name** field.

- Enter the password for the account in the **Password** field.

- Click **Save**. The account is displayed in the dropdown list as shown.

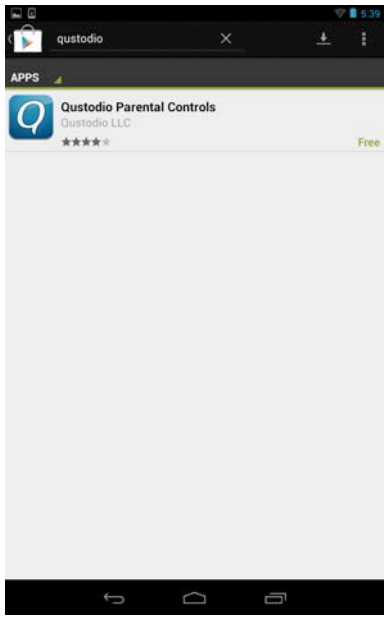

Welcome to Qustodio
About this device
Qustodio
This step is very important. Please, set up an account for each child using this device. You will use these accounts to set up individual protection levels for each child from your Family Protection Portal.
AC
Uses this account:
Dell
Choose an account
Dell
BC
Add new
device account
Previous
Next

2.3.4. Installing Qustodio on Android

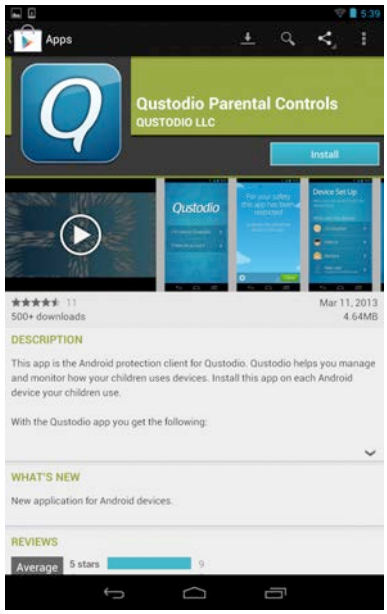
- ***If you have a Qustodio account***

- Open the Google Play App and Search for Qustodio.

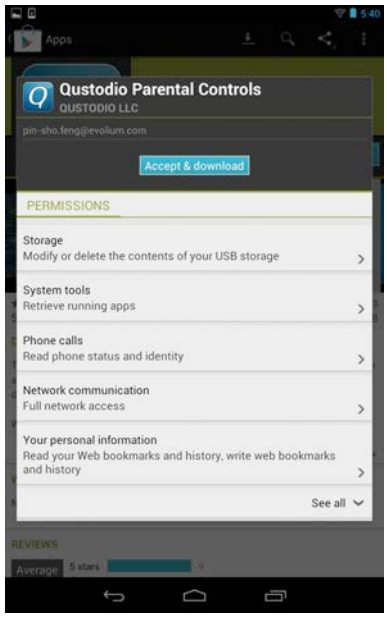
- Tap **Qustodio**.



- Tap **Install**.


Apps
Qustodio Parental Controls
QUSTODIO LLC
Install
500+ downloads
Mar 11, 2013
4.64MB
DESCRIPTION
This app is the Android protection client for Qustodio. Qustodio helps you manage and monitor how your children uses devices. Install this app on each Android device your children use.
With the Qustodio app you get the following:
WHAT'S NEW
New application for Android devices.
REVIEWS
Average
5 stars

- Review the Permissions. You must accept these permissions to use the app. Click **Accept & download**.



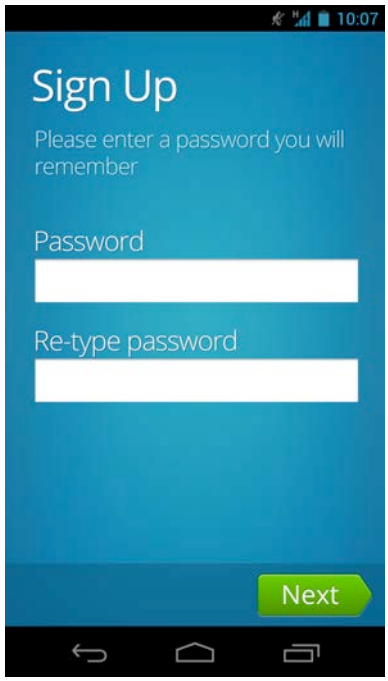
- Tap **Allow automatic updating**.

- Open the Qustodio app.

- Tap Activate to activate the device administrator.

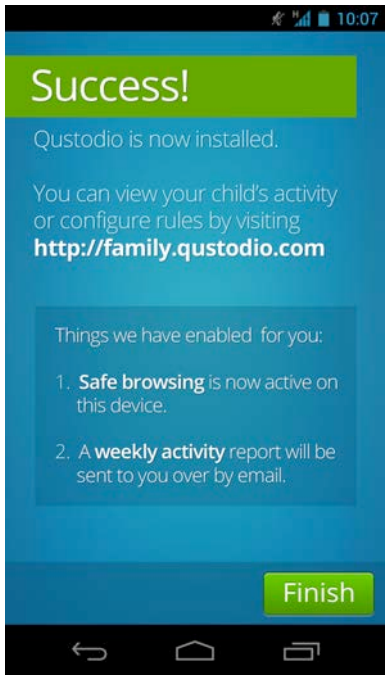
- Tap **I have an account**.

- Enter your email address and password.



- Enter a name for the device.

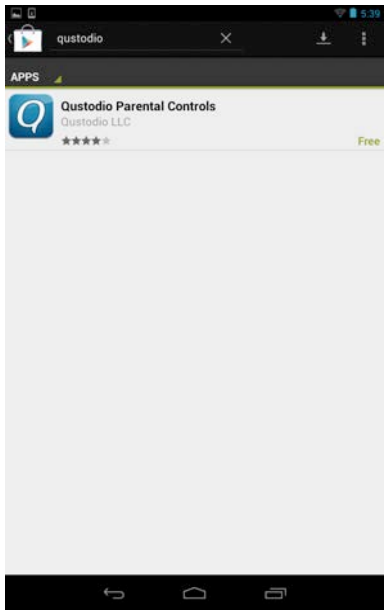
- Review the Success! screen and tap **Finish**.


10:07
Success!
Qustodio is now installed.
You can view your child's activity or configure rules by visiting
http://family.qustodio.com
Things we have enabled for you:
1. Safe browsing is now active on this device.
2. A weekly activity report will be sent to you over by email.
Finish

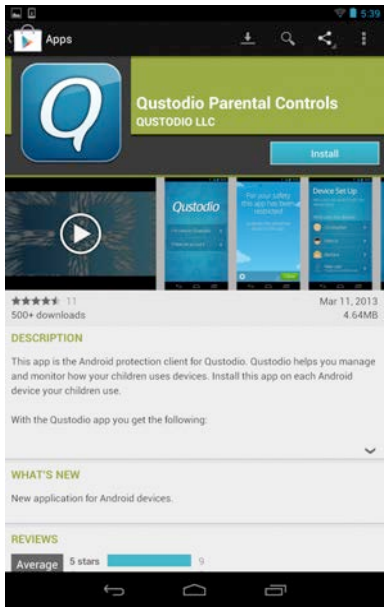
- ***If you do not have a Qustodio account***

- Open the Google Play App and Search for Qustodio.

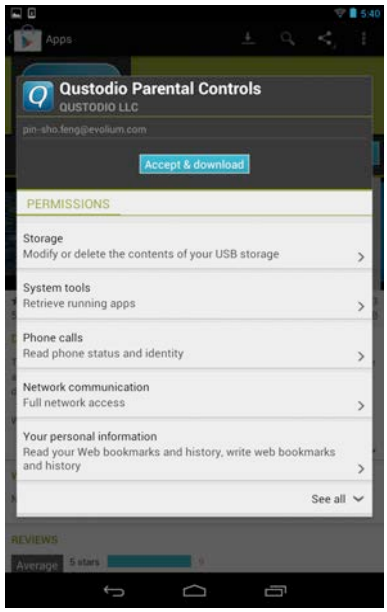
- Tap **Qustodio**.



- Tap **Install**.


Apps
Qustodio Parental Controls
QUSTODIO LLC
Install
500+ downloads
Mar 11, 2013
4.64MB
DESCRIPTION
This app is the Android protection client for Qustodio. Qustodio helps you manage and monitor how your children uses devices. Install this app on each Android device your children use.
With the Qustodio app you get the following:
WHAT'S NEW
New application for Android devices.
REVIEWS
Average
5 stars

- Review the Permissions. You must accept these permissions to use the app. Click **Accept & download**.



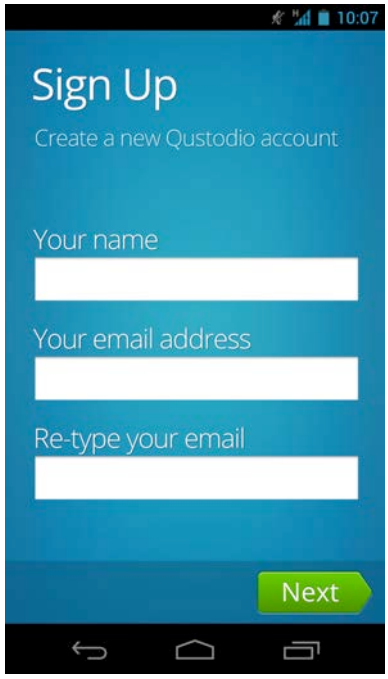
- Tap **Allow automatic updating**.

- Open the Qustodio app.

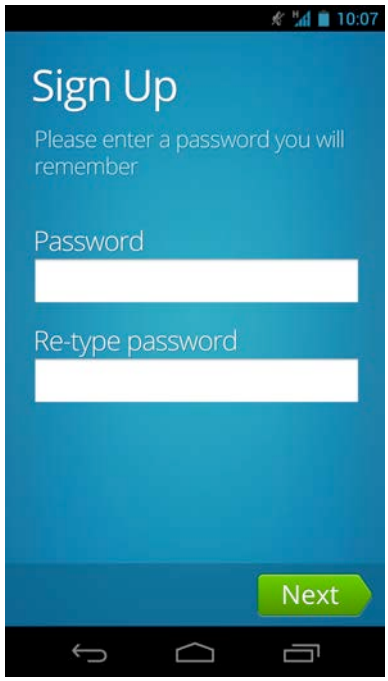
- Tap **Activate** to activate the device administrator.

- Tap **I'm new to Qustodio**.

- Enter your name and then, the email address you will use twice.



- Enter your chosen **Password**. In order to help you remember it, you have to enter it twice but make sure you keep this safe, as you will need it later to configure the account.

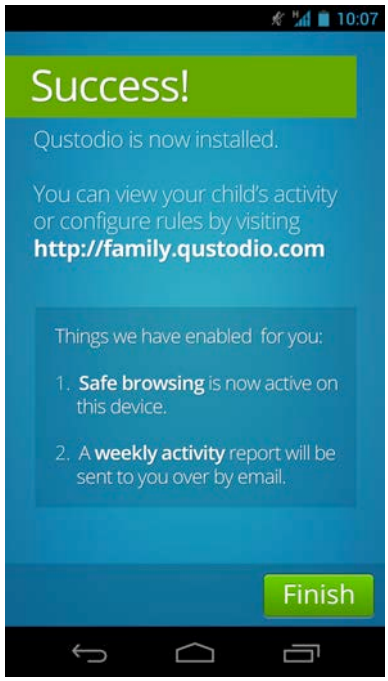


- Enter a name for the device or use the name provided automatically.

- Enter the name of your child, year of birth and gender.

- Select an Avatar.

- Review the Success! screen and tap **Finish**.


10:07
Success!
Qustodio is now installed.
You can view your child's activity or configure rules by visiting
http://family.qustodio.com
Things we have enabled for you:
1. Safe browsing is now active on this device.
2. A weekly activity report will be sent to you over by email.
Finish

2.3.5. Installing Qustodio on iOS

- ***If you have a Qustodio account***

- Open the App Store on the device and Search for Qustodio.

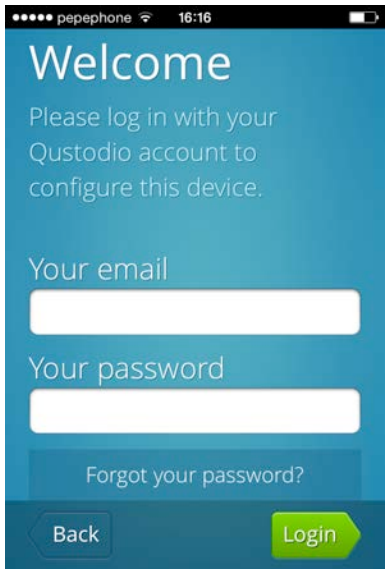
- Tap the + **FREE button**.

- Tap **Install**.

- Open the Qustodio app.

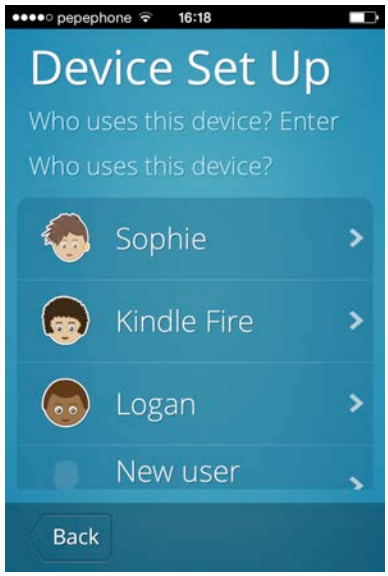
- Tap **I have an account**.

- Enter your email address and password.

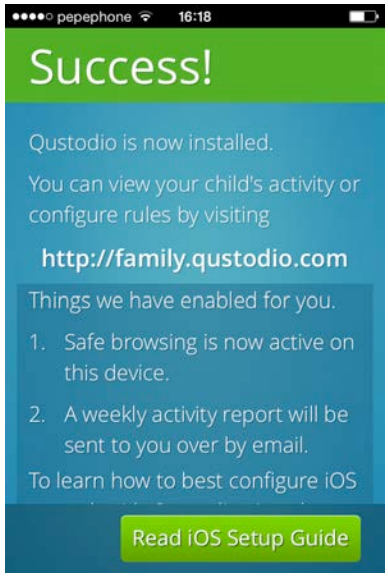


- Enter a name for the device.

- Select the user for this device.



- Review the Qustodio Success! screen and tap **Read iOS Setup Guide**.


pepephone 16:18
Success!
Qustodio is now installed.
You can view your child's activity or configure rules by visiting
http://family.qustodio.com
Things we have enabled for you.
1. Safe browsing is now active on this device.
2. A weekly activity report will be sent to you over by email.
To learn how to best configure iOS
Read iOS Setup Guide

- Read the iOS Setup Guide article and close the window when finished.

- ***If you do not have a Qustodio account***

- Open the App Store on the device and Search for Qustodio.

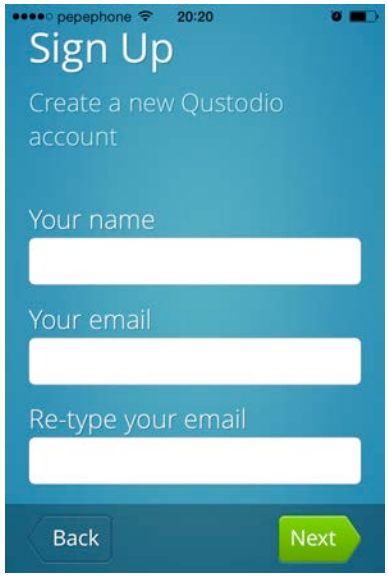
- Tap the + **FREE button**.

- Tap **Install**.

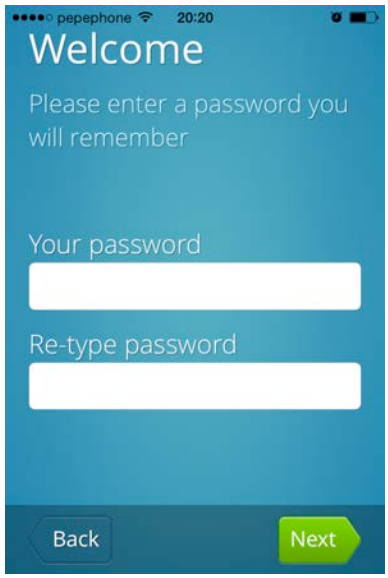
- Open the Qustodio app on the device.

- Tap **I'm new to Qustodio**.

- Enter your name and email address twice.

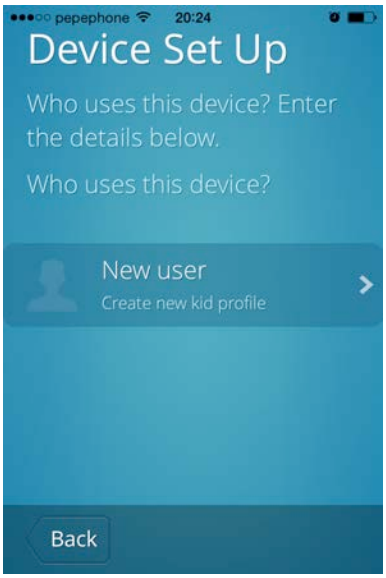


- Enter a password for your Qustodio account twice.

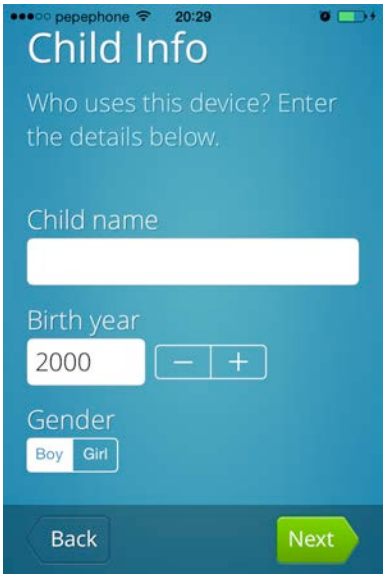


- Enter a name for the device.

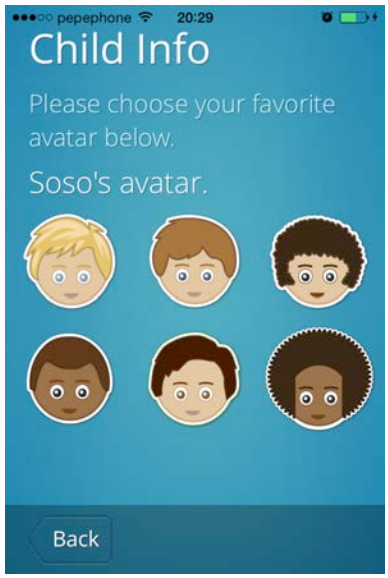
- Select **New user**.



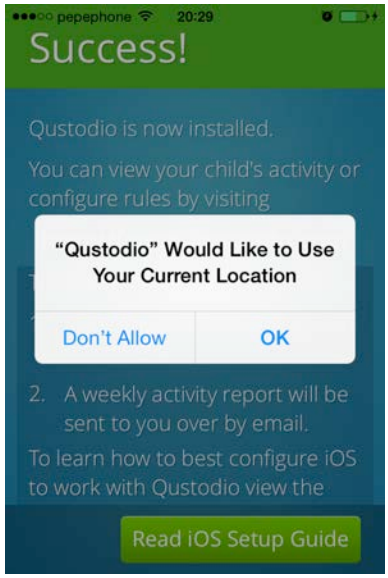
- Enter the **Child Info** as requested and tap **Next**.



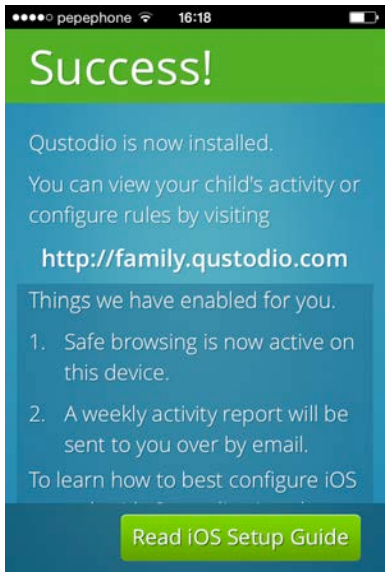
- Choose an avatar for this child by tapping directly on one of the avatars proposed.



- When prompted to allow Qustodio to use the current location, click **OK**.


pepephone 20:29
Success!
Qustodio is now installed.
You can view your child's activity or configure rules by visiting
"Qustodio" Would Like to Use Your Current Location
Don't Allow
OK
2. A weekly activity report will be sent to you over by email.
To learn how to best configure iOS to work with Qustodio view the
Read iOS Setup Guide

- Review the Qustodio Success! screen and tap **Read iOS Setup Guide**.

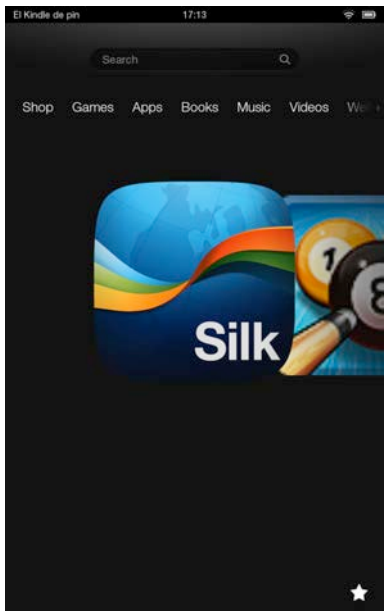

pepephone 16:18
Success!
Qustodio is now installed.
You can view your child's activity or configure rules by visiting
http://family.qustodio.com
Things we have enabled for you.
1. Safe browsing is now active on this device.
2. A weekly activity report will be sent to you over by email.
To learn how to best configure iOS
Read iOS Setup Guide

- Read the iOS Setup Guide article and close the window when finished.

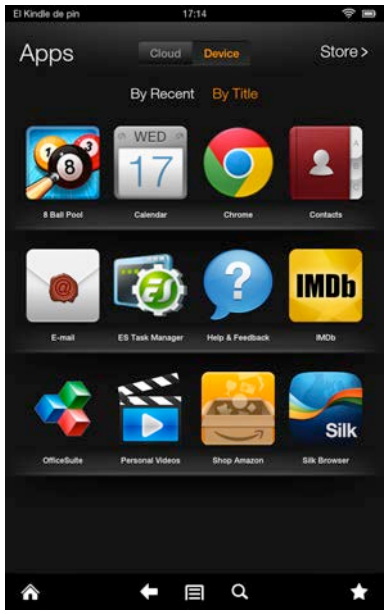
2.3.6. Installing Qustodio on Kindle

- ***If you have a Qustodio account***

- On the home screen of the device, tap on Apps.

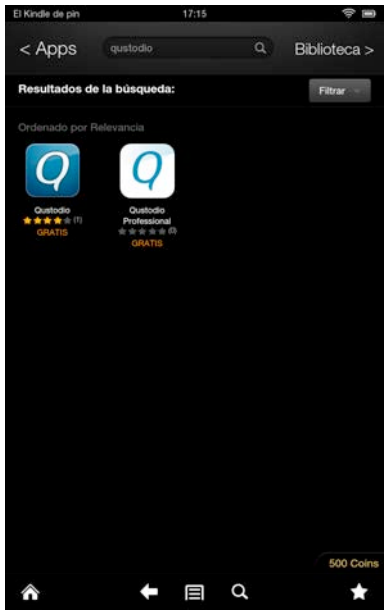


- Tap **Store**.



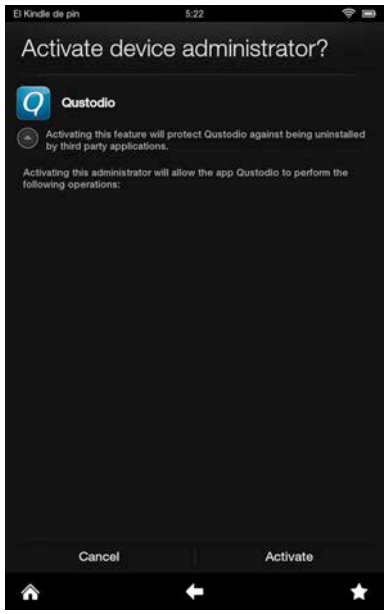
- Search for Qustodio.

- Click on Qustodio and then on Download.



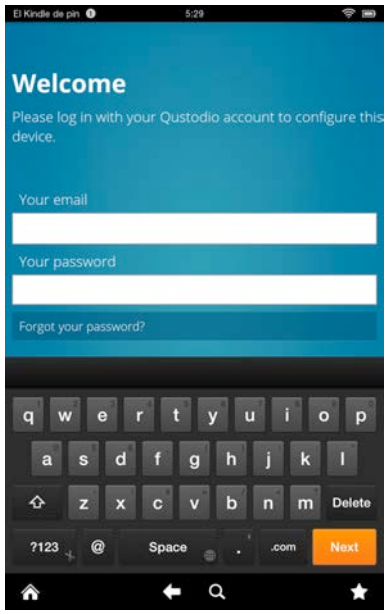
- Go back to your apps and tap the Qustodio app.

- Tap Activate to activate Qustodio as device administrator.

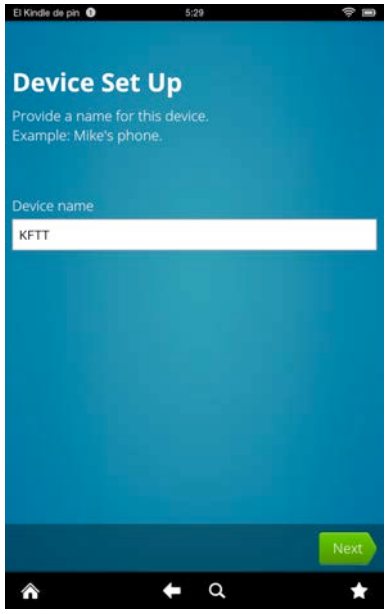

El Kindle de pin
5:22
Activate device administrator?
Qustodio
Activating this feature will protect Qustodio against being uninstalled by third party applications.
Activating this administrator will allow the app Qustodio to perform the following operations:
Cancel
Activate

- Tap **I have an account**.

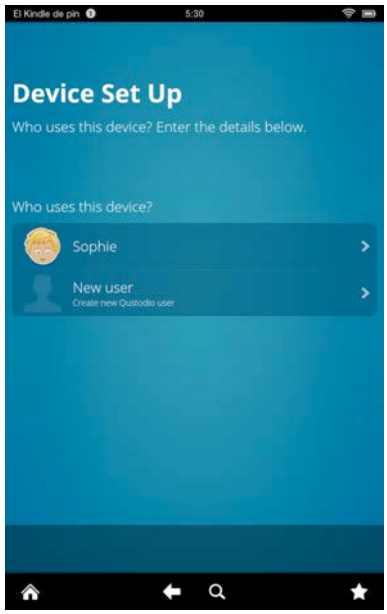
- Enter your email address and password.



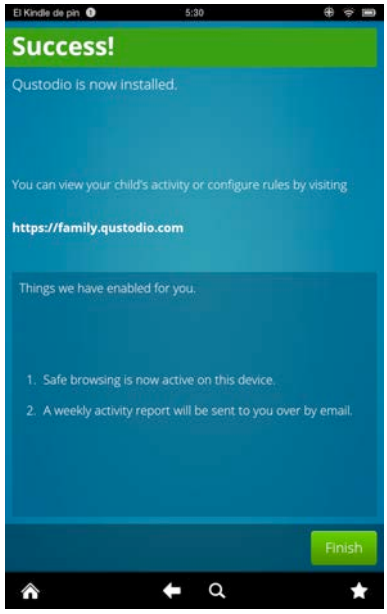
- Enter a name for the device.



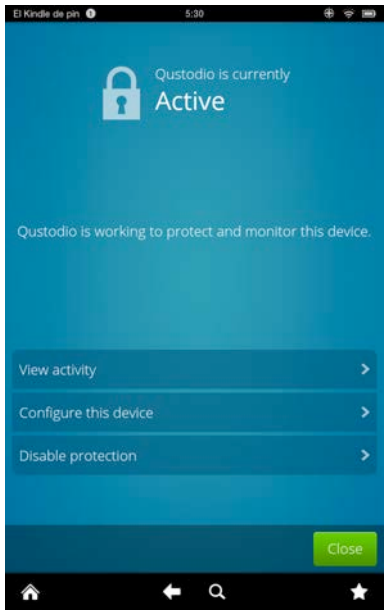
- Select an existing user for this device or create a new one.



- Review the Success! screen and tap **Finish**.

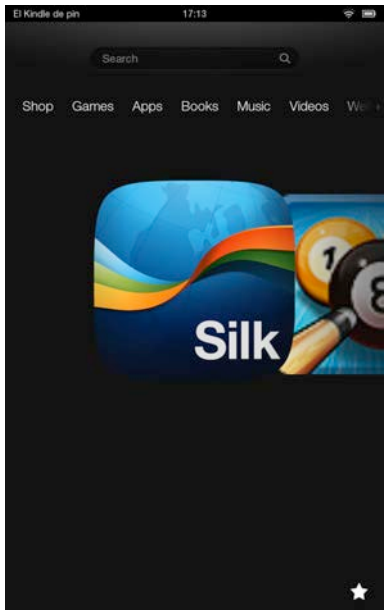

El Kindle de pin
5:30
Success!
Qustodio is now installed.
You can view your child's activity or configure rules by visiting
https://family.qustodio.com
Things we have enabled for you.
1. Safe browsing is now active on this device.
2. A weekly activity report will be sent to you over by email.
Finish

- On the Qustodio settings screen, tap on Close.

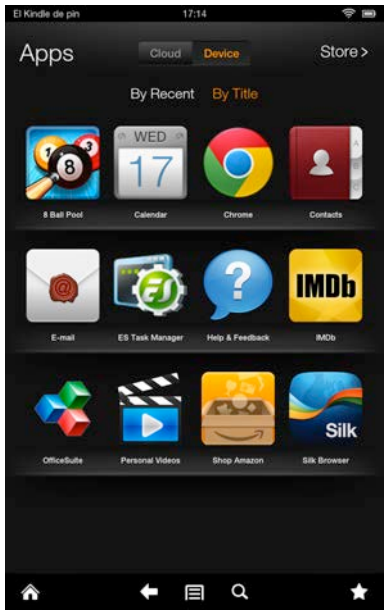


- ***If you're new to Qustodio***

- On the home screen of the device, tap on Apps.

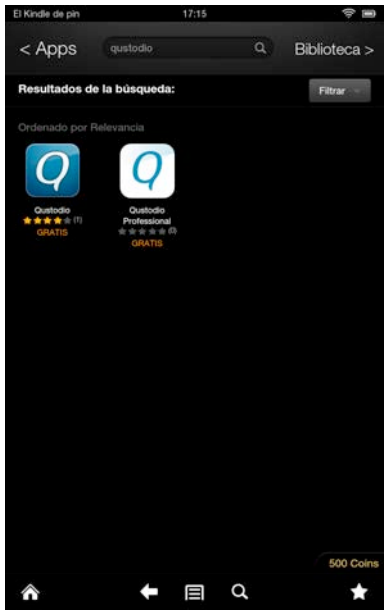


- Tap **Store**.



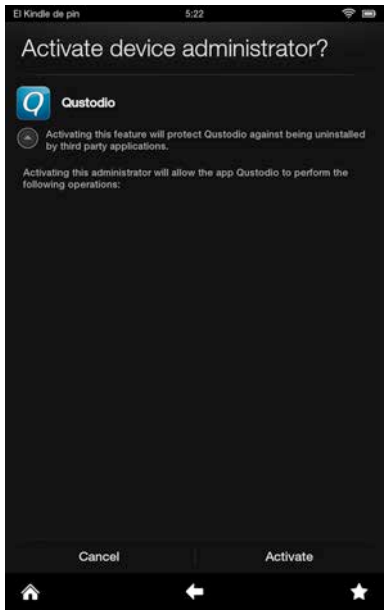
- Search for Qustodio.

- Click on Qustodio and then on Download.

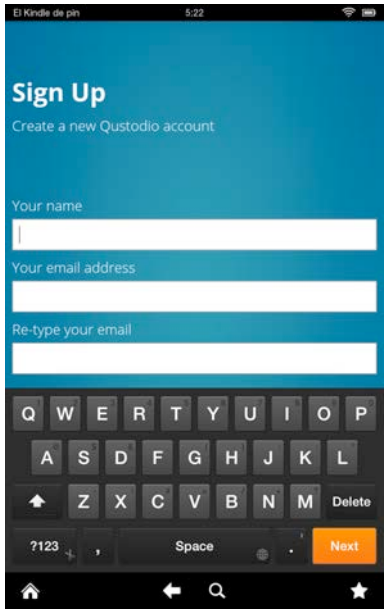


- Go back to your apps and tap the Qustodio app.

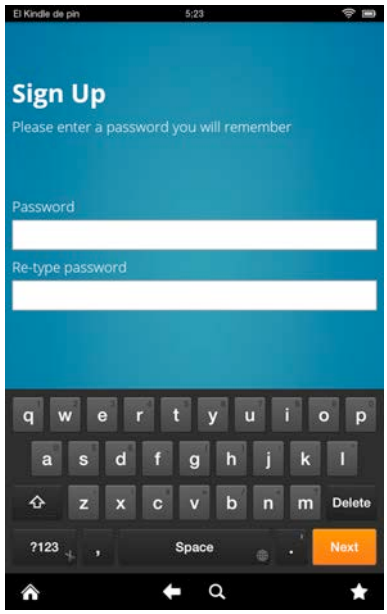
- Tap Activate to activate Qustodio as device administrator.


El Kindle de pin
5:22
Activate device administrator?
Qustodio
Activating this feature will protect Qustodio against being uninstalled by third party applications.
Activating this administrator will allow the app Qustodio to perform the following operations:
Cancel
Activate

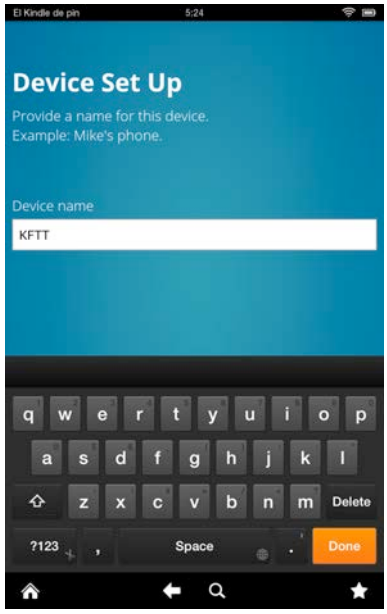
- Tap **I'm new to Qustodio** and enter your name and then, the email address you will use twice.



- Enter your chosen **Password** twice.



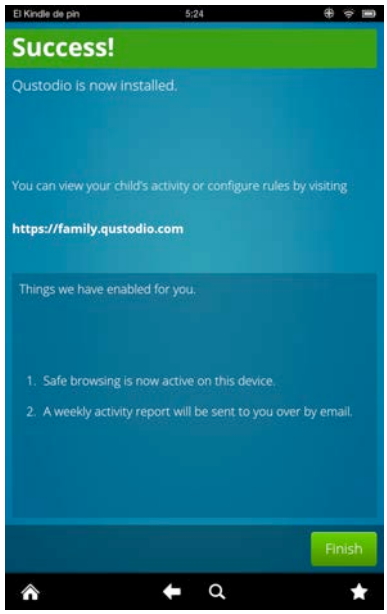
- Enter a name for the device or use the name provided automatically.



- Enter the name of your child, year of birth and gender.

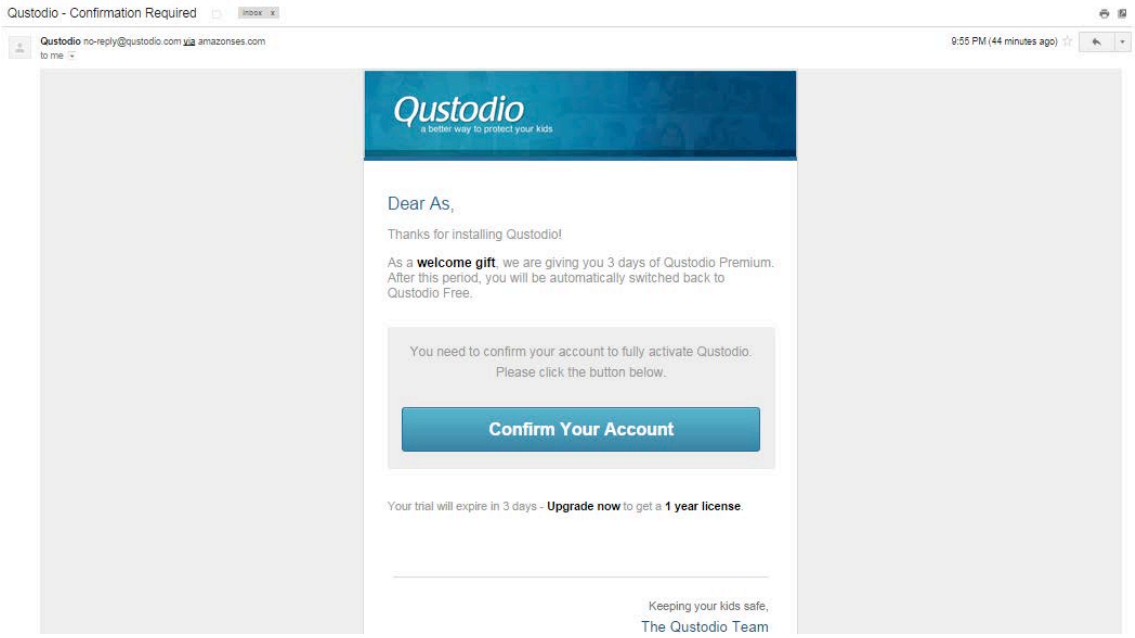
- Select an Avatar.

- Review the Success! screen and tap **Finish**.

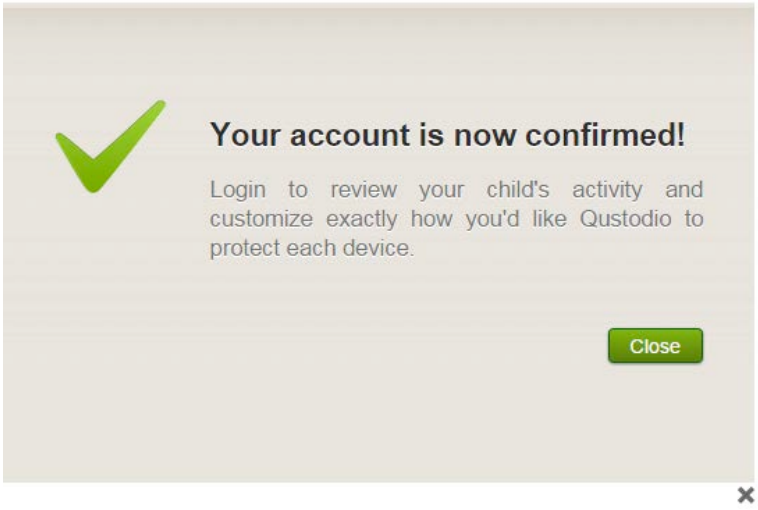

El Kindle de pin
5:24
Success!
Qustodio is now installed.
You can view your child's activity or configure rules by visiting
https://family.qustodio.com
Things we have enabled for you.
1. Safe browsing is now active on this device.
2. A weekly activity report will be sent to you over by email.
Finish

2.4. Account confirmation

Once you've successfully registered with Qustodio, the email address associated with the account must be verified. You can do this by clicking the **Confirm Your Account** link available in the confirmation message sent by Qustodio to your email address.


Qustodio - Confirmation Required
Qustodio no-reply@qustodio.com via amazonses.com
to me
9:55 PM (44 minutes ago)
Qustodio
a better way to protect your kids
Dear As,
Thanks for installing Qustodio!
As a welcome gift, we are giving you 3 days of Qustodio Premium. After this period, you will be automatically switched back to Qustodio Free.
You need to confirm your account to fully activate Qustodio. Please click the button below.
Confirm Your Account
Your trial will expire in 3 days - Upgrade now to get a 1 year license.
Keeping your kids safe,
The Qustodio Team

This success message is displayed upon confirmation.


Your account is now confirmed!
Login to review your child's activity and customize exactly how you'd like Qustodio to protect each device.
Close

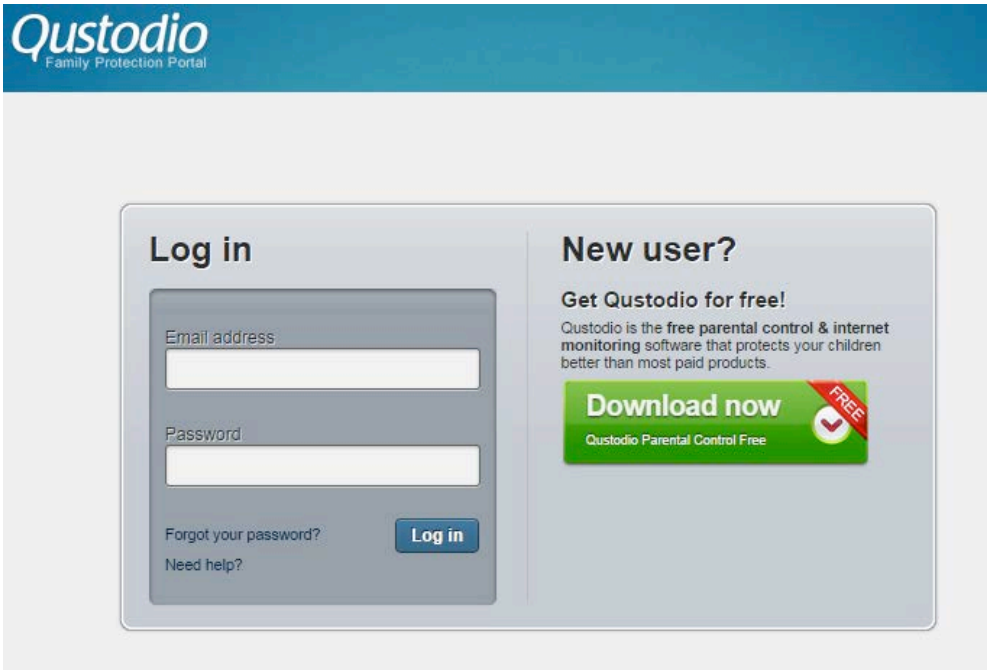
3. Managing Qustodio: the online dashboard

Qustodio's online dashboard is where you should go to monitor how users are using devices and Internet resources. Here, you can also define and change rules for each user. The dashboard is accessible from any device with Internet access. You do not need to have Qustodio installed on a device to access the dashboard.

3.1. Accessing the dashboard

- ***For Families***

Go to https://family.qustodio.com/. The following page is displayed.



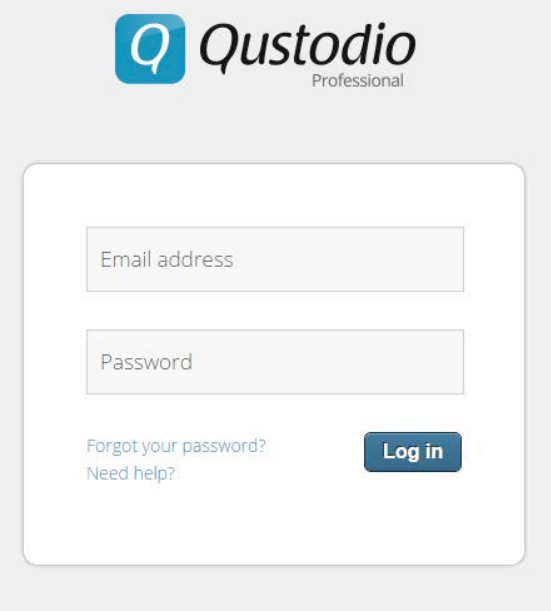
- Enter a valid email address in the **Email address** field.

- Enter the password in the **Password** field.

- Click **Log in**.

- ***For Business & Schools***

- Go to https://manage.qustodio.com/. The following page is displayed.



- Enter a valid email address in the **Email address** field.

- Enter the password in the **Password** field.

- Click **Log in**.

3.2. General overview

3.2.1. Activity summary

The Activity Summary section provides an overview of the activities performed by each user. They are represented in the form of a pie chart and the time spent on each of the activity is shown as percentage.

The Activity Summary tab provides the following information:

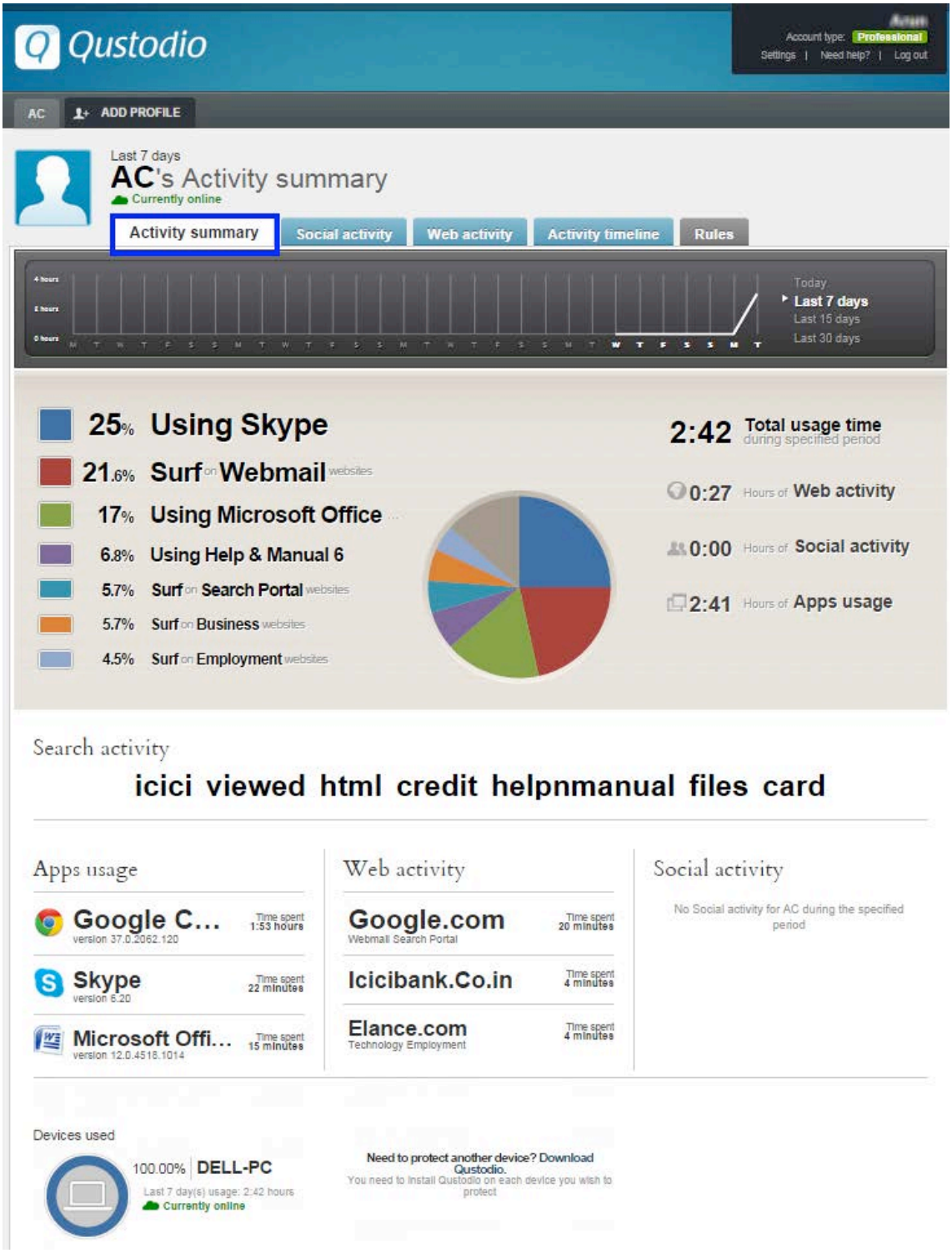
- Search Activity – Displays key search keywords used by the user (in Google, Yahoo, Bing etc.).

- App Usage - Displays the applications used as well as active time for each application.

- Web Activity - Displays the list of websites visited along with the time spent on each website.

- Social Activity - Displays information about Facebook, Twitter and Yahoo Messenger activity, as well as Calls and Text Messages.

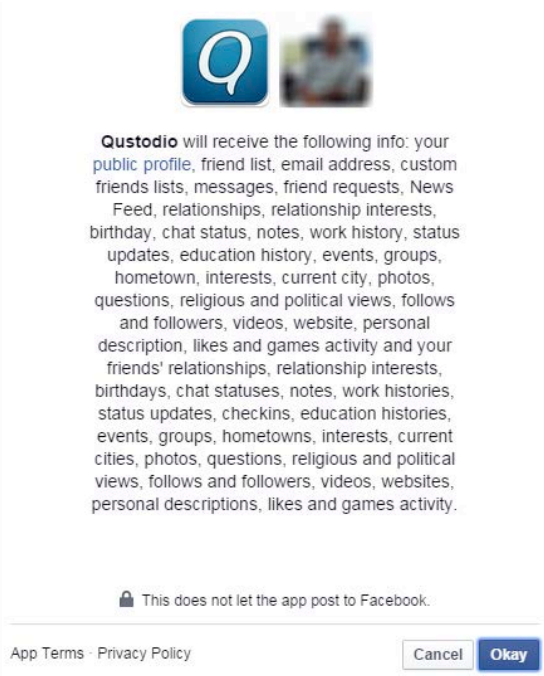
- Devices Used – Displays information about the devices that have been used by the user and the current status of the device (online/offline).



3.2.2. Social activity

The Social Activity tab monitors and reports the activity of the user on Facebook, Twitter, Yahoo Messenger, as well as information on calls and text messages sent and received.

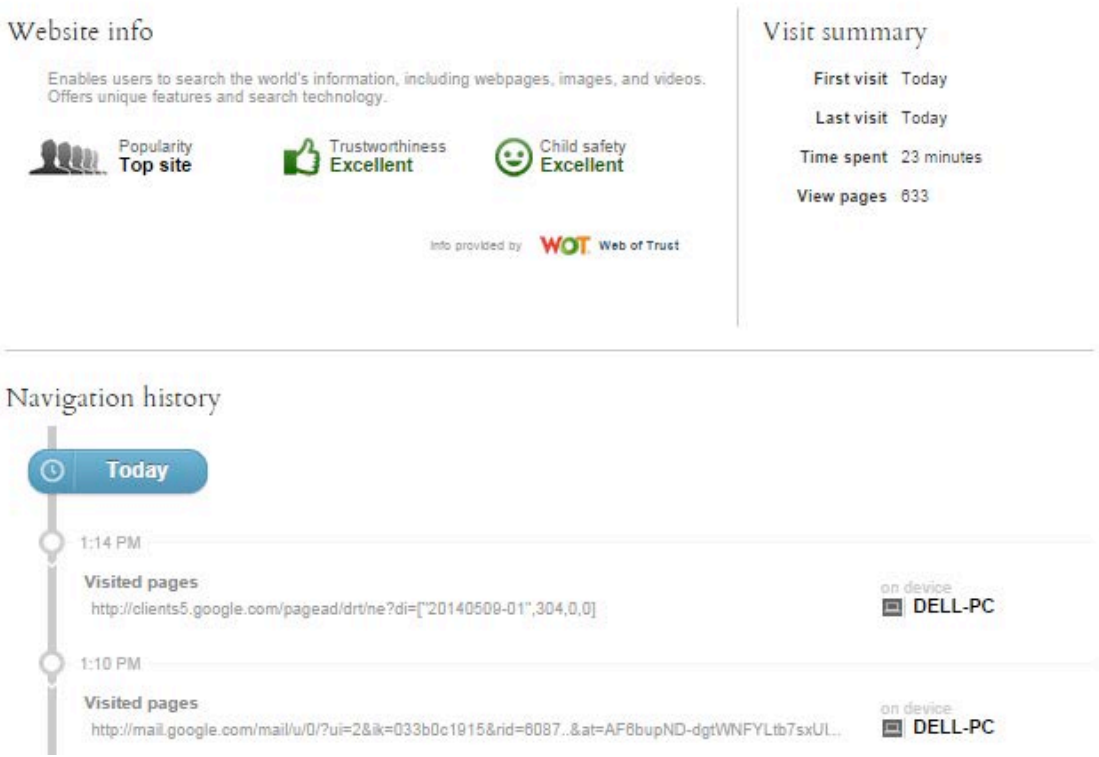
For Facebook data to be displayed in this tab, this feature must be turned on and the user has to login into Facebook from a device that is protected by Qustodio at least once. When the user logs into Facebook the first time after activating Social Monitoring by Qustodio, the following page is displayed. The user must click the Okay button to enter into their Facebook account at this point. Qustodio will then start monitoring social activity.


Qustodio will receive the following info: your public profile, friend list, email address, custom friends lists, messages, friend requests, News Feed, relationships, relationship interests, birthday, chat status, notes, work history, status updates, education history, events, groups, hometown, interests, current city, photos, questions, religious and political views, follows and followers, videos, website, personal description, likes and games activity and your friends' relationships, relationship interests, birthdays, chat statuses, notes, work histories, status updates, checkins, education histories, events, groups, hometowns, interests, current cities, photos, questions, religious and political views, follows and followers, videos, websites, personal descriptions, likes and games activity.
This does not let the app post to Facebook.
App Terms · Privacy Policy
Cancel
Okay

3.2.3. Web activity

The Web activity tab displays the list of websites visited by the user. When a website is selected, the information about the website, the visit summary and the navigation history is displayed. The calendar allows you to choose to view the activity for the current day (Today) or for the last 7, 15 or 30 days.

AC's Web activity
Currently online
Activity summary
Social activity
Web activity
Activity timeline
Rules
Today
Last 7 days
Last 15 days
Last 30 days
Google
Sign Up
Google.com
Webmail, Technology, Search Portal


Website info
Enables users to search the world's information, including webpages, images, and videos. Offers unique features and search technology.
Popularity
Top site
Trustworthiness
Excellent
Child safety
Excellent
Info provided by WOT Web of Trust
Visit summary
First visit Today
Last visit Today
Time spent 23 minutes
View pages 633
Navigation history
Today
1:14 PM
Visited pages
http://clients5.google.com/pagead/drt/ne?di=["20140509-01",304,0,0]
on device
DELL-PC
1:10 PM
Visited pages
http://mail.google.com/mail/u/0/?ui=2&ik=033b0c1915&rid=6087..&at=AF6bupND-dgtWNFYLtb7sxUl...
on device
DELL-PC

3.2.4. Activity timeline

The Activity Timeline tab displays the list of activities performed by the user along with the device used and the time spent by the user on the activities. The Activity Timeline tab comprises the following sections:

- All activity – Displays all web and app activities performed by the user on the device along with the time spent on each activity.

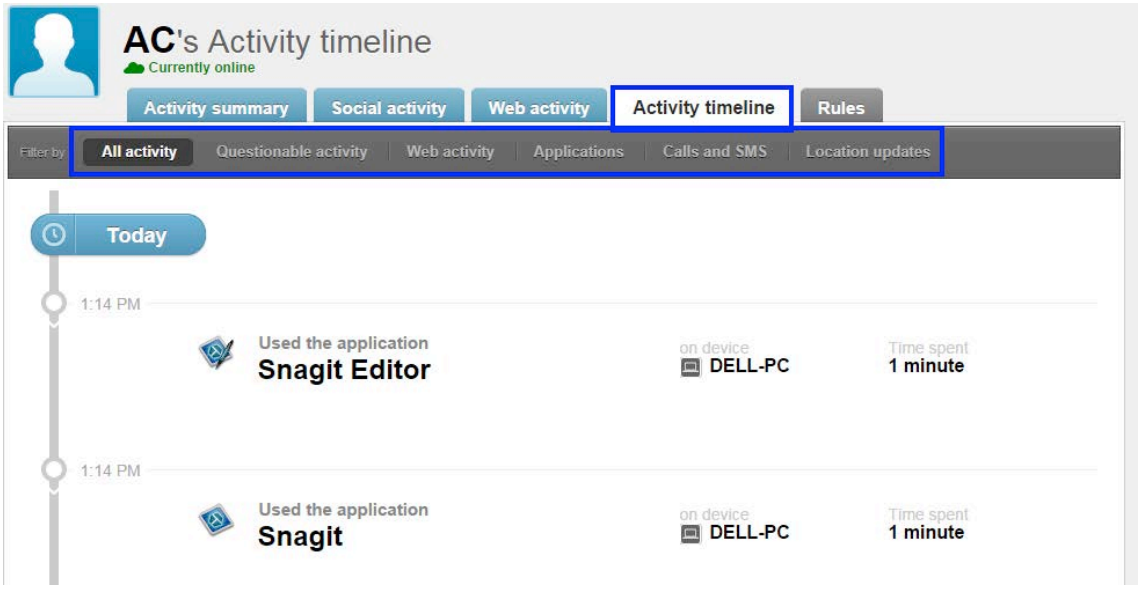
- Questionable activity – Displays the list of activities that Qustodio has classified as potentially unsafe.

- Web activity – Displays the web activity performed by the user.

- Applications – Displays the list of applications used.

- Calls and SMS - Displays the list of calls and text messages sent and received.

- Location updates – Displays the last and previous locations of the device being monitored according to settings.



3.2.5. Rules

The Rules tab allows you to define settings for the following:

- Web browsing rules – Allows you to limit or monitor the type of websites users can access, as well as the results they receive from search engines.

- Time usage limits - Allows you to limit or monitor the amount of time users can use the device or access the Internet. You can select the time blocks you would like to restrict and/or set a total time allowance per day.

- Application rules - Allows you to limit a supervised user from accessing certain applications or to set time limits for each specific application. Applications only appear in the list if they have been used at least once.

- Social monitoring - Allows you to activate Advanced Facebook Monitoring. This feature allows you to directly connect to a supervised user's account on Facebook in order to monitor social activity with greater detail.

- Calls and SMS - Allows you to monitor and block phone calls and SMS text messages. Currently only Android devices can be monitored or blocked. Calls and messaging details appear in the Activity Timeline and Social Activity tabs.

- Location - Allows you to track the locations of your mobile devices on a map. New location updates appear in the Activity Timeline tab.

- Panic Button – Allows you to set up a Panic Button on Android smartphones. When enabled, users can send emergency alerts with location information from their smartphones to a list of trusted contacts.

4. Setup and configuration

4.1. Default Qustodio configuration

When a new profile is created, Qustodio's default settings are automatically applied. To view the default configuration, click the **Rules** tab.

- **Web browsing rules**

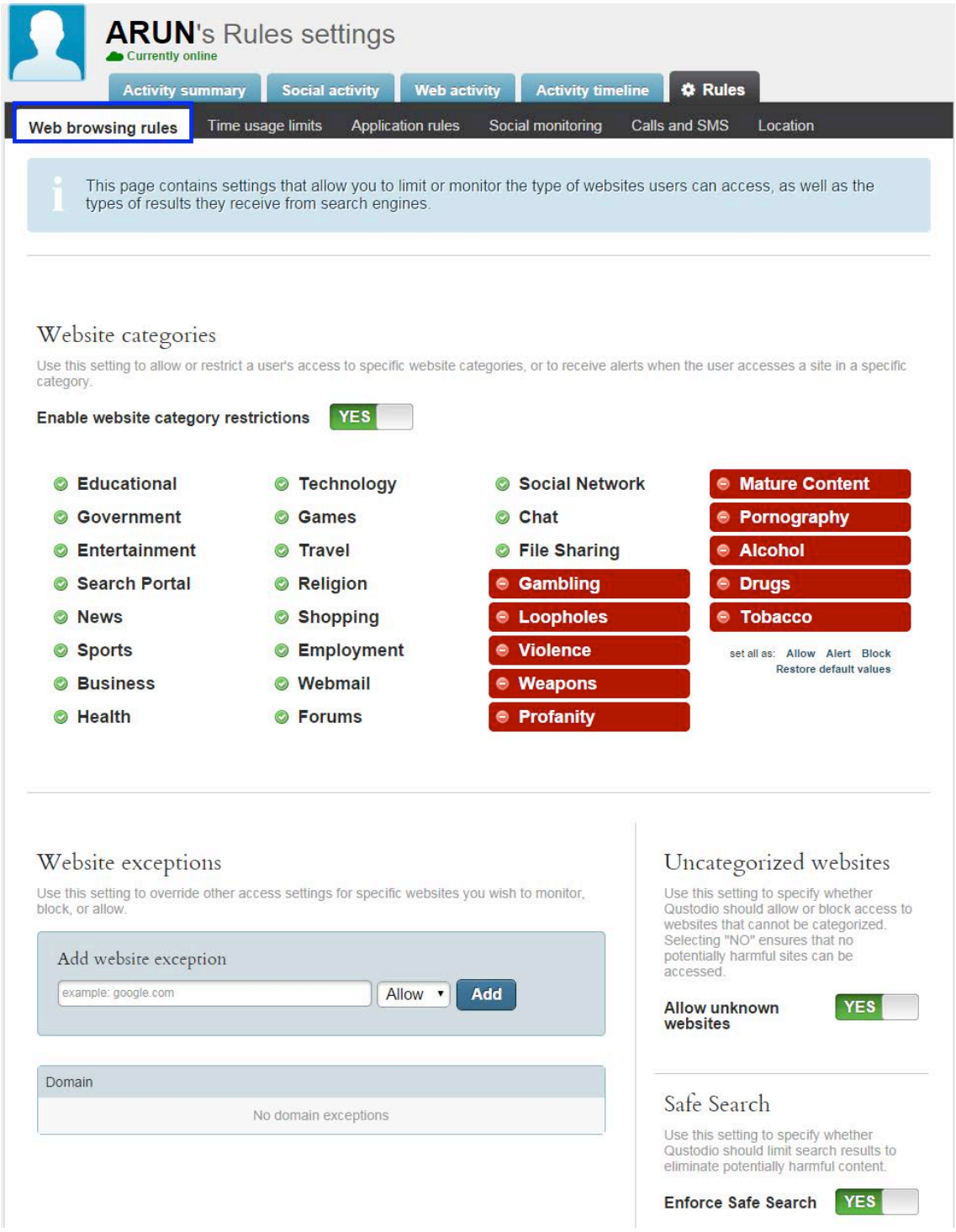
By default the following options are enabled:

- Potentially unsafe Website Categories are blocked

- Websites that have not been categorized by Qustodio are not blocked

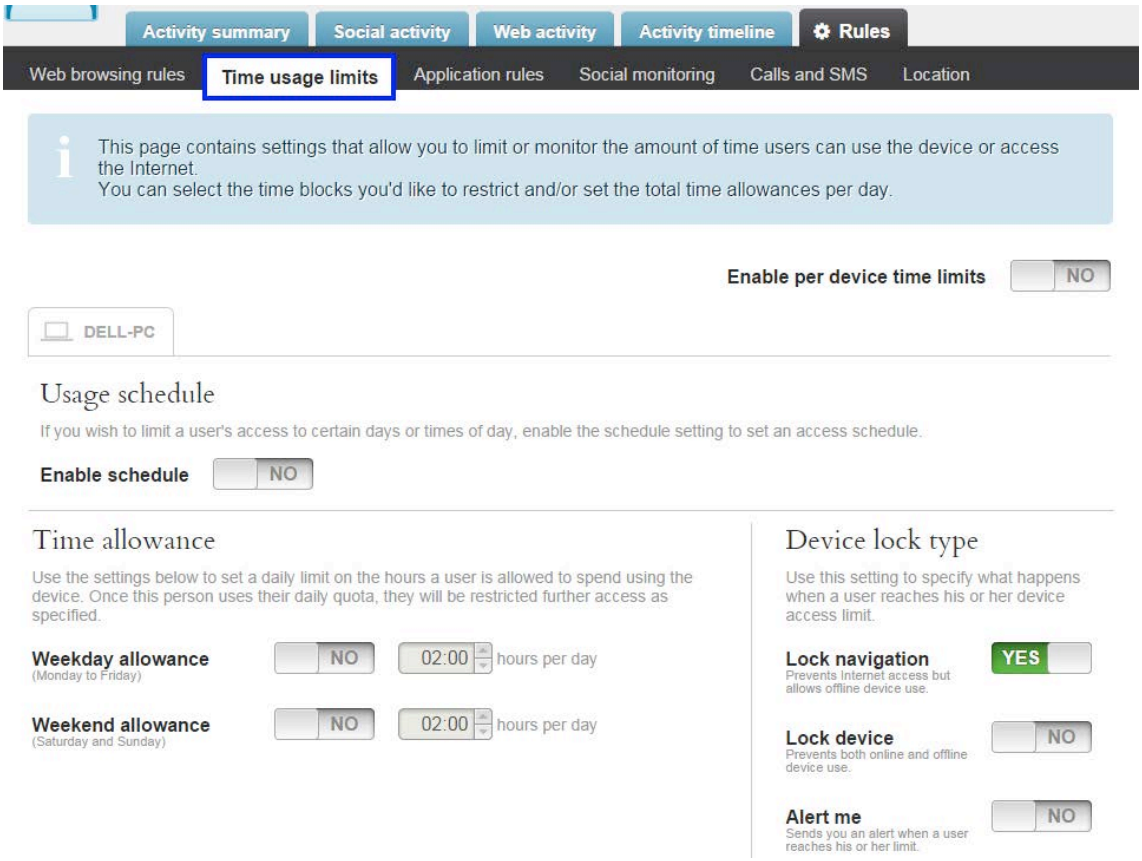
- Safe search is enforced

- No website exceptions are enforced


ARUN's Rules settings
Currently online
Activity summary
Social activity
Web activity
Activity timeline
Rules
Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
This page contains settings that allow you to limit or monitor the type of websites users can access, as well as the types of results they receive from search engines.
Website categories
Use this setting to allow or restrict a user's access to specific website categories, or to receive alerts when the user accesses a site in a specific category.
Enable website category restrictions
YES
Educational
Government
Entertainment
Search Portal
News
Sports
Business
Health
Technology
Games
Travel
Religion
Shopping
Employment
Webmail
Forums
Social Network
Chat
File Sharing
Gambling
Loopholes
Violence
Weapons
Profanity
Mature Content
Pornography
Alcohol
Drugs
Tobacco
set all as: Allow Alert Block
Restore default values
Website exceptions
Use this setting to override other access settings for specific websites you wish to monitor, block, or allow.
Add website exception
example: google.com
Allow
Add
Domain
No domain exceptions
Uncategorized websites
Use this setting to specify whether Qustodio should allow or block access to websites that cannot be categorized. Selecting "NO" ensures that no potentially harmful sites can be accessed.
Allow unknown websites
YES
Safe Search
Use this setting to specify whether Qustodio should limit search results to eliminate potentially harmful content.
Enforce Safe Search
YES

- **Time usage limits**

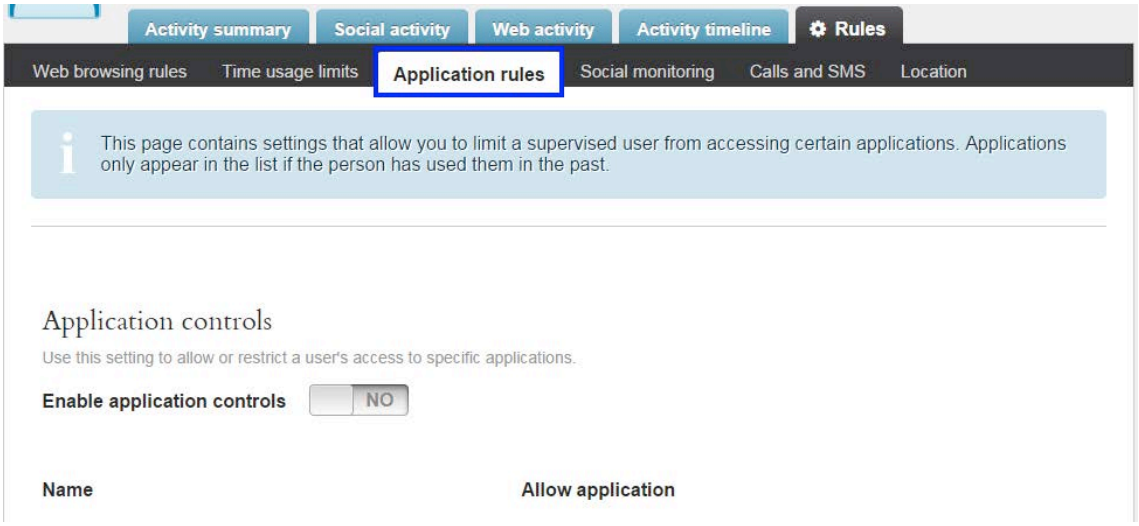
Click the **Time usage limits** tab. The following page is displayed:


Activity summary
Social activity
Web activity
Activity timeline
Rules
Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
This page contains settings that allow you to limit or monitor the amount of time users can use the device or access the Internet.
You can select the time blocks you'd like to restrict and/or set the total time allowances per day.
Enable per device time limits
NO
DELL-PC
Usage schedule
If you wish to limit a user's access to certain days or times of day, enable the schedule setting to set an access schedule.
Enable schedule
NO
Time allowance
Use the settings below to set a daily limit on the hours a user is allowed to spend using the device. Once this person uses their daily quota, they will be restricted further access as specified.
Weekday allowance
(Monday to Friday)
NO
02:00
hours per day
Weekend allowance
(Saturday and Sunday)
NO
02:00
hours per day
Device lock type
Use this setting to specify what happens when a user reaches his or her device access limit.
Lock navigation
Prevents Internet access but allows offline device use.
YES
Lock device
Prevents both online and offline device use.
NO
Alert me
Sends you an alert when a user reaches his or her limit.
NO

By default, all time limits are disabled.

- **Application rules**

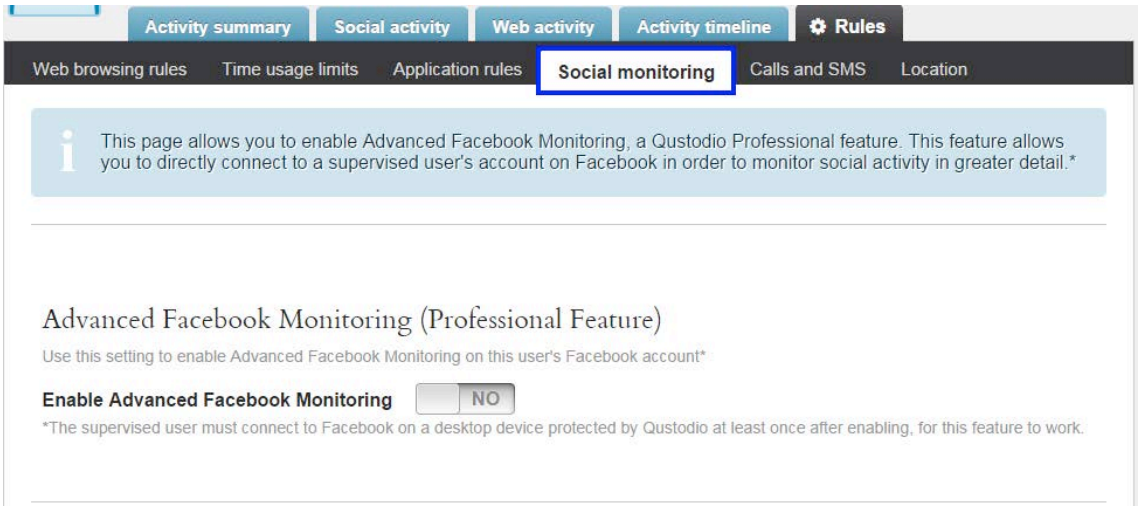
Click the **Applications rules** tab. The following page is displayed:


Activity summary
Social activity
Web activity
Activity timeline
Rules
Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
This page contains settings that allow you to limit a supervised user from accessing certain applications. Applications only appear in the list if the person has used them in the past.
Application controls
Use this setting to allow or restrict a user's access to specific applications.
Enable application controls
NO
Name
Allow application

By default, the Application controls are disabled.

- **Social monitoring**

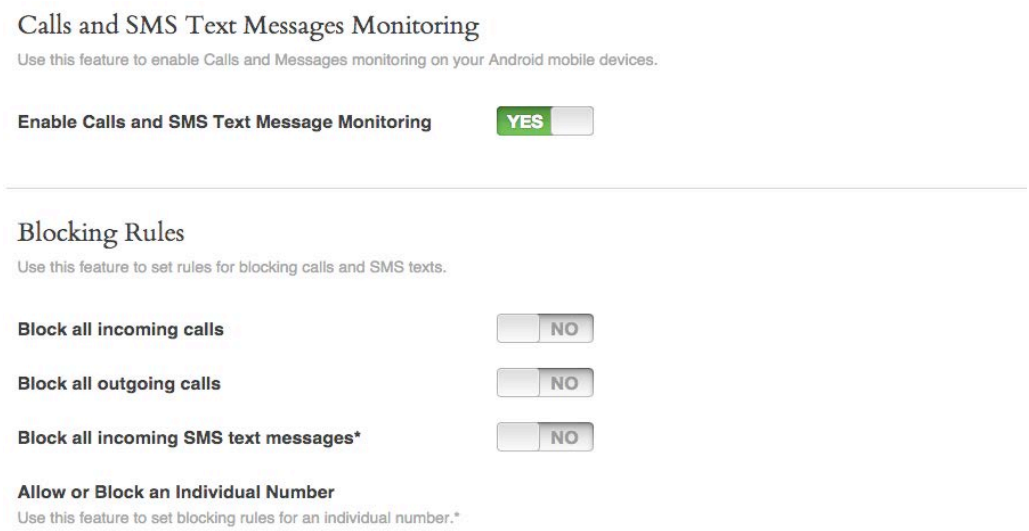
Click the **Social monitoring** tab. The following page is displayed:


Activity summary
Social activity
Web activity
Activity timeline
Rules
Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
This page allows you to enable Advanced Facebook Monitoring, a Qustodio Professional feature. This feature allows you to directly connect to a supervised user's account on Facebook in order to monitor social activity in greater detail.*
Advanced Facebook Monitoring (Professional Feature)
Use this setting to enable Advanced Facebook Monitoring on this user's Facebook account*
Enable Advanced Facebook Monitoring
NO
*The supervised user must connect to Facebook on a desktop device protected by Qustodio at least once after enabling, for this feature to work.

By default, the Advanced Facebook monitoring feature is disabled.

- **Calls and SMS**

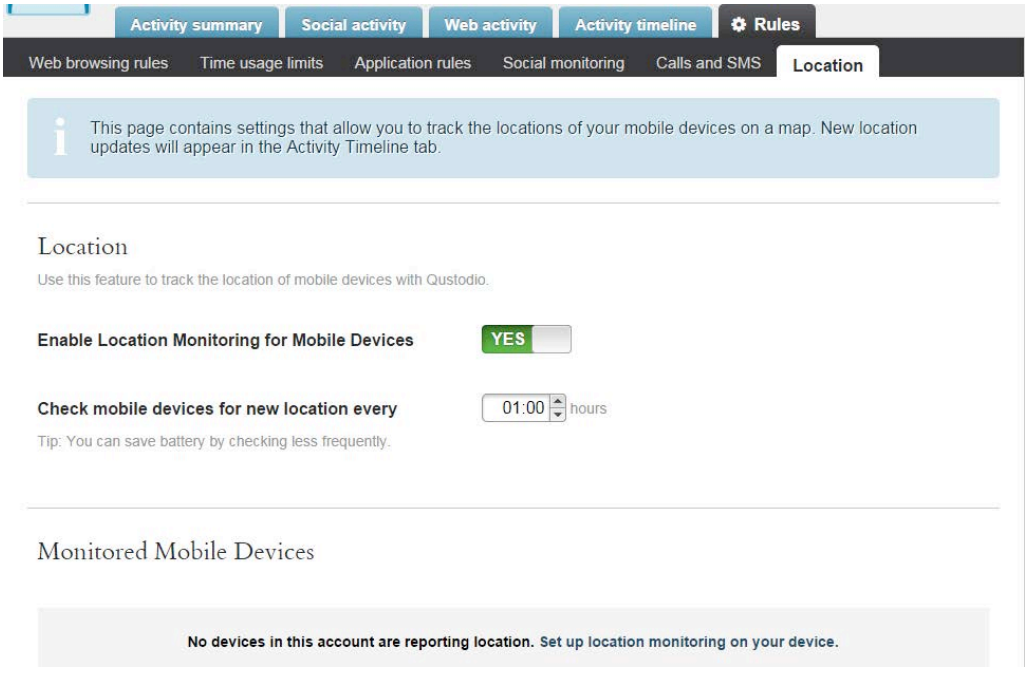
Click the **Calls and SMS** tab. The following page is displayed:


Calls and SMS Text Messages Monitoring
Use this feature to enable Calls and Messages monitoring on your Android mobile devices.
Enable Calls and SMS Text Message Monitoring
YES
Blocking Rules
Use this feature to set rules for blocking calls and SMS texts.
Block all incoming calls
NO
Block all outgoing calls
NO
Block all incoming SMS text messages*
NO
Allow or Block an Individual Number
Use this feature to set blocking rules for an individual number.*

By default, the Calls and SMS Text Message Monitoring feature is enabled and all Blocking Rules are OFF.

- **Location**

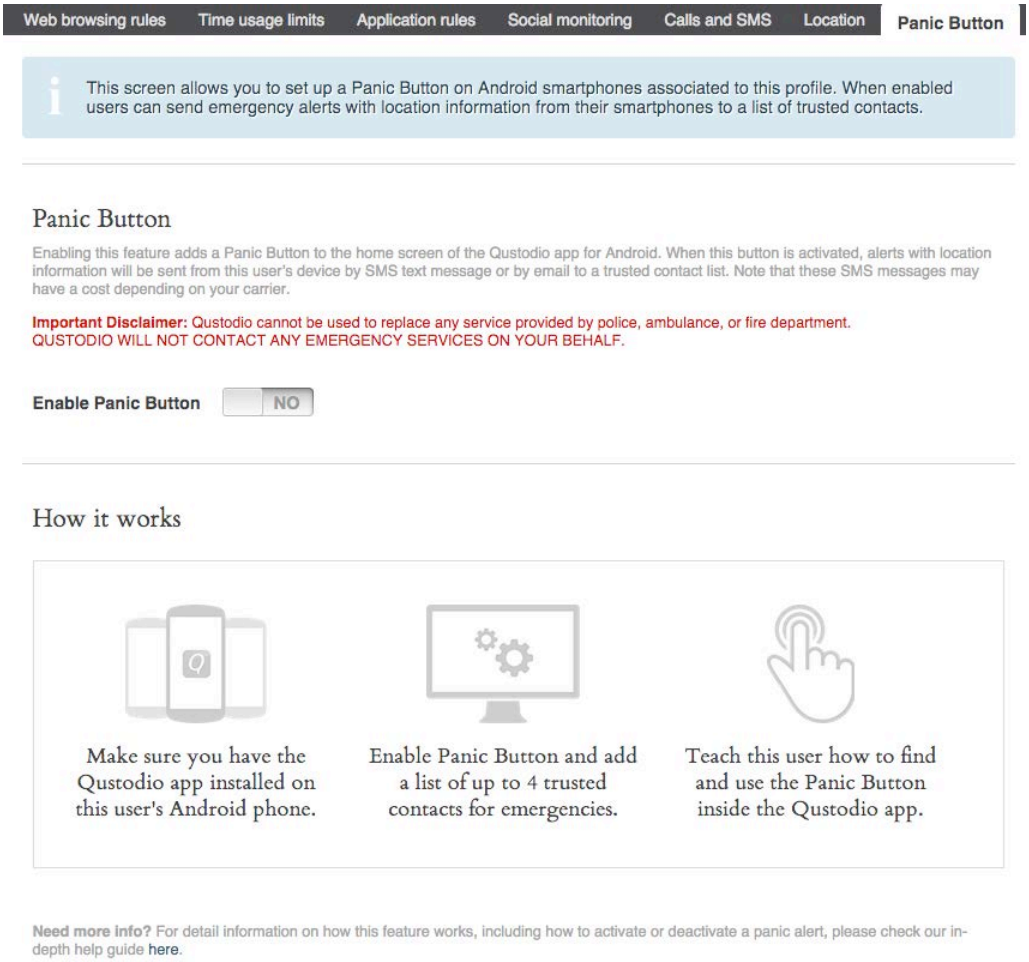
Click the **Location** tab. The following page is displayed:


Activity summary
Social activity
Web activity
Activity timeline
Rules
Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
This page contains settings that allow you to track the locations of your mobile devices on a map. New location updates will appear in the Activity Timeline tab.
Location
Use this feature to track the location of mobile devices with Qustodio.
Enable Location Monitoring for Mobile Devices
YES
Check mobile devices for new location every
01:00
hours
Tip: You can save battery by checking less frequently.
Monitored Mobile Devices
No devices in this account are reporting location. Set up location monitoring on your device.

By default, the location monitoring feature is enabled and geolocation is refreshed every hour.

- **Panic Button**

Click the **Panic Button** tab. The following page is displayed:

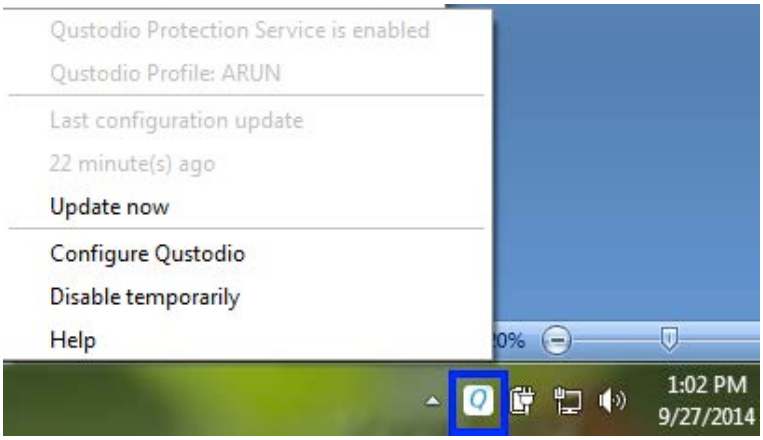

Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
Panic Button
This screen allows you to set up a Panic Button on Android smartphones associated to this profile. When enabled users can send emergency alerts with location information from their smartphones to a list of trusted contacts.
Panic Button
Enabling this feature adds a Panic Button to the home screen of the Qustodio app for Android. When this button is activated, alerts with location information will be sent from this user's device by SMS text message or by email to a trusted contact list. Note that these SMS messages may have a cost depending on your carrier.
Important Disclaimer: Qustodio cannot be used to replace any service provided by police, ambulance, or fire department.
QUSTODIO WILL NOT CONTACT ANY EMERGENCY SERVICES ON YOUR BEHALF.
Enable Panic Button
NO
How it works
Make sure you have the Qustodio app installed on this user's Android phone.
Enable Panic Button and add a list of up to 4 trusted contacts for emergencies.
Teach this user how to find and use the Panic Button inside the Qustodio app.
Need more info? For detail information on how this feature works, including how to activate or deactivate a panic alert, please check our in-depth help guide here.

By default, the Panic Button feature is disabled.

4.2. Updating the rules

Rules are updated across all device connected to the Internet every 30 minutes. To force an immediate update, you can do the following on desktop computers on which Qustodio is not hidden:

- Click the icon in the app tray. The following menu pops up.



- Click **Update now**.

4.3. Qustodio features

4.3.1. Web filtering

The Web Filtering page comprises settings that allow you to limit or monitor the type of websites that users can access as well as the types of results they receive from search engines.

- **Block and/or monitor website categories**

Blocking Website Categories

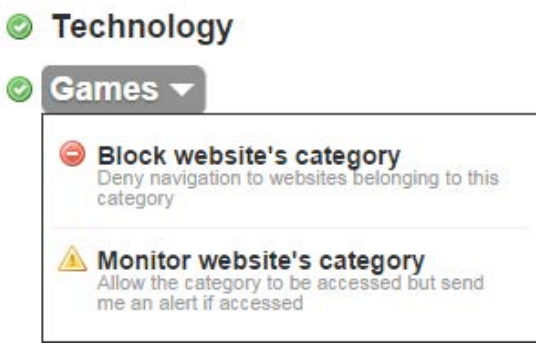
This option blocks the navigation to websites that form part of the selected category.

To modify website categories:

- Log into Qustodio, and click the **Rules** tab. This takes you to the Web browsing page.

- Set the “Enable website category restrictions” option to Yes.

- Click the category to be blocked from the **Website categories** section. This will display the dropdown list.


Technology
Games
Block website's category
Deny navigation to websites belonging to this category
Monitor website's category
Allow the category to be accessed but send me an alert if accessed

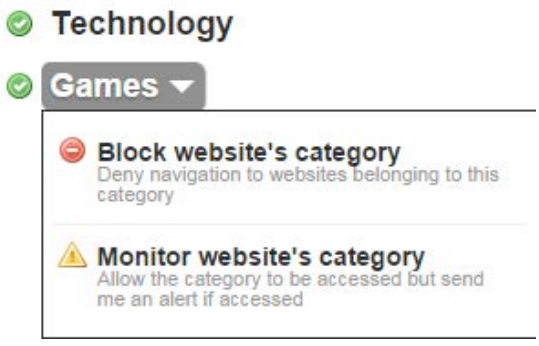
- Select **Block website’s category** to block the category.

Monitoring Website Categories

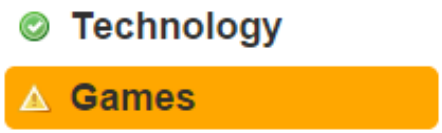
This option allows users to access the category, but sends an email alert when the category is accessed.

To monitor the website categories:

- Click the category to be monitored from the **Website categories** section. This will display the following dropdown.


Technology
Games
Block website's category
Deny navigation to websites belonging to this category
Monitor website's category
Allow the category to be accessed but send me an alert if accessed

- Select **Monitor website’s category** to monitor the category.

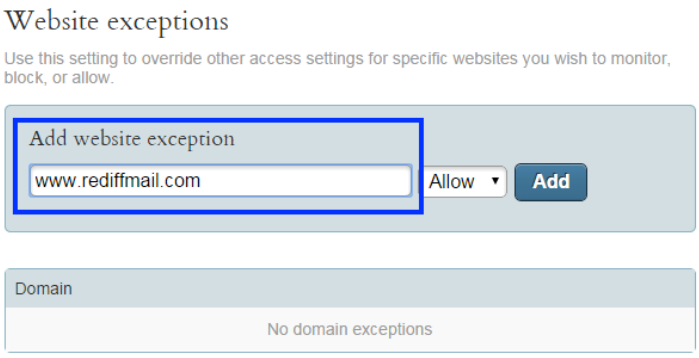


- **How to add website exceptions: blocking specific websites**

This option allows you to block or monitor specific websites and takes preference over the category settings. You can also set exceptions to allow sites that belong to a blocked category. Note that Qustodio considers the domain or URL globally and it is not currently possible to block subdomains (e.g., you can block abc.com but you cannot block abc.com/news)

- After logging into Qustodio, click the **Rules** tab. This takes you to the Web browsing page.

- Enter the URL of the website in the **Add website exception** field.



- Select **the appropriate action** from the dropdown list adjacent to the **Add website exception** field**.**

- Click **Add**.

- The website is added to the Domain exceptions section

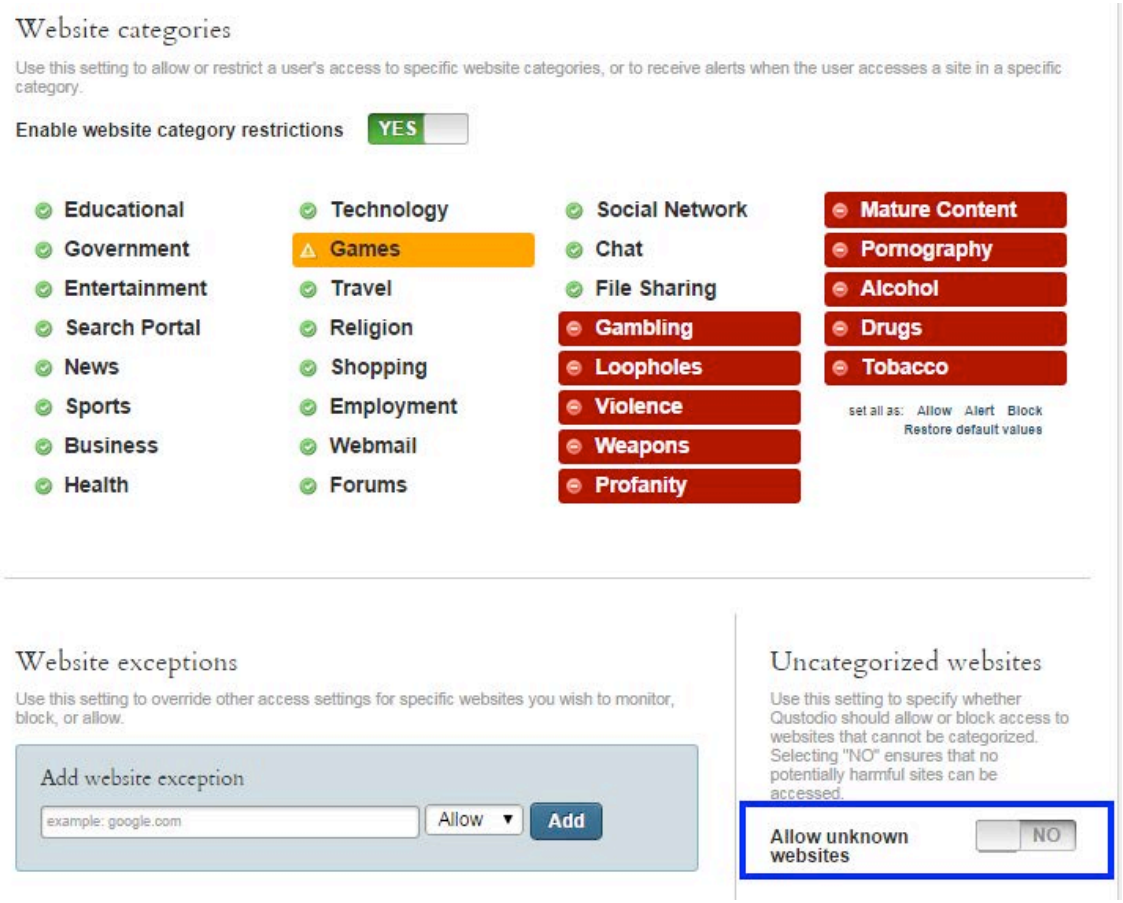
You can then modify the rule for a domain by clicking directly on the name of that domain, or remove completely the exception by clicking on the cross next to the name.

- **Blocking uncategorized websites**

This option allows you to block access to websites that Qustodio is not able to categorize, to ensure that no potentially harmful websites can be accessed.

- After logging into Qustodio, click the **Rules** tab. This takes you to the Web browsing page.

- Toggle the **Allow unknown websites** option to **No** in the Uncategorized websites section.

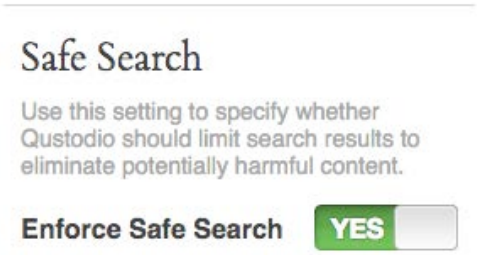


- **Enforce safe search**

This option enables you to specify whether Qustodio should limit search results to eliminate potentially harmful content.

- After logging into Qustodio, click the **Rules** tab. This takes you to the Web browsing rules page.

- In the Safe Search section, set the **Enforce Safe Search** option to **Yes**.


Safe Search
Use this setting to specify whether Qustodio should limit search results to eliminate potentially harmful content.
Enforce Safe Search
YES

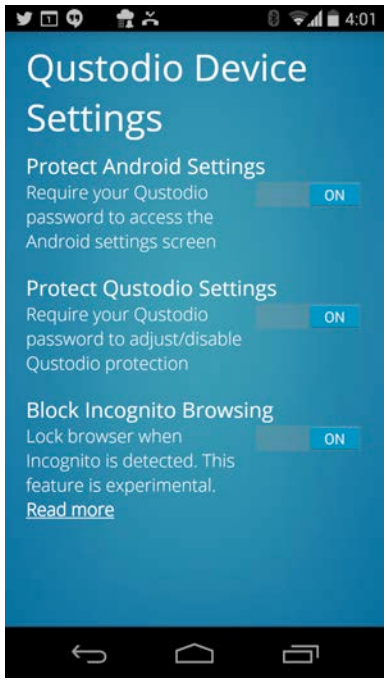
- **Monitoring incognito browsing**

On Windows and Mac, Qustodio monitors and filters incognito browsing just as well as regular browsing and there is no special setting to activate for this to happen.

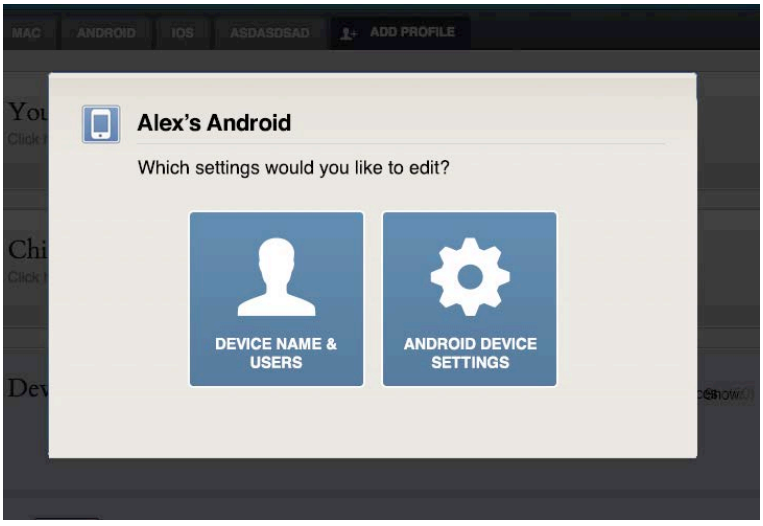
On Android, when a user opens a browsing tab in incognito mode, the browsing activity is hidden from Qustodio. Since Qustodio cannot monitor any webpages that are in Incognito mode, a feature is available in Qustodio that blocks Incognito browsing on Android. Note however that this feature is still experimental.

To block incognito browsing on Android using Qustodio you have two options:

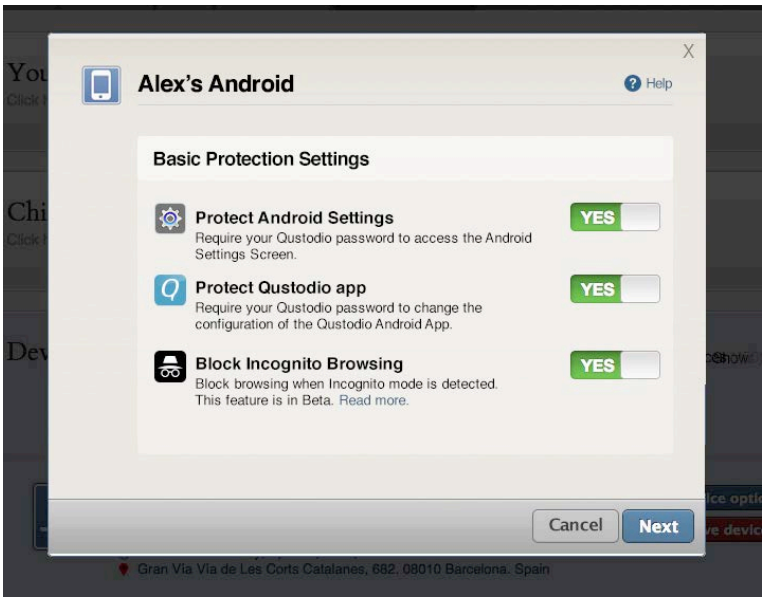
- On the device, click on Qustodio and after logging in, go to **Configure this Device > Device Settings**. Toggle the option to **Yes** in the Block Incognito Browsing section.



- In your Family Portal, click on **Settings > Devices > Edit device options**. The following screen is shown:



Click on **Android Device Settings**. The following screen is shown:

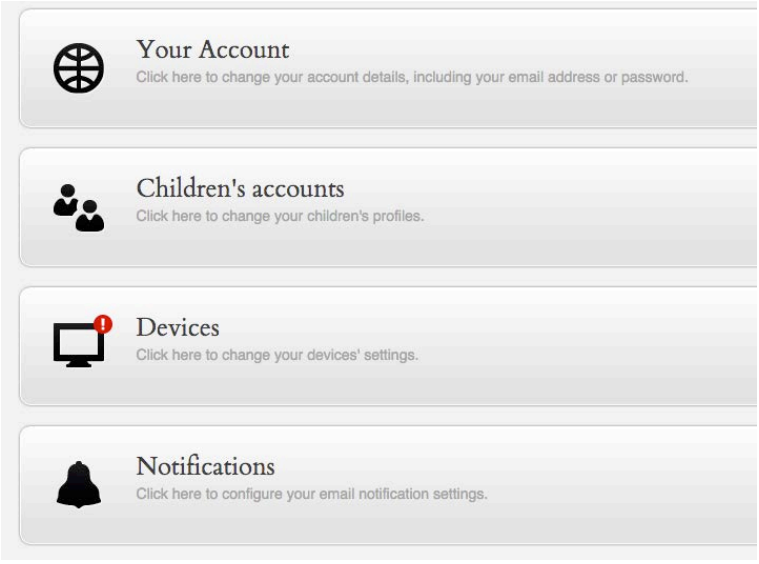

Alex's Android
Help
Basic Protection Settings
Protect Android Settings
Require your Qustodio password to access the Android Settings Screen.
YES
Protect Qustodio app
Require your Qustodio password to change the configuration of the Qustodio Android App.
YES
Block Incognito Browsing
Block browsing when Incognito mode is detected.
This feature is in Beta. Read more.
YES
Cancel
Next
Gran Via Via de Les Corts Catalanes, 682, 08010 Barcelona, Spain

Toggle the option to **Yes** in the Block Incognito Browsing section.

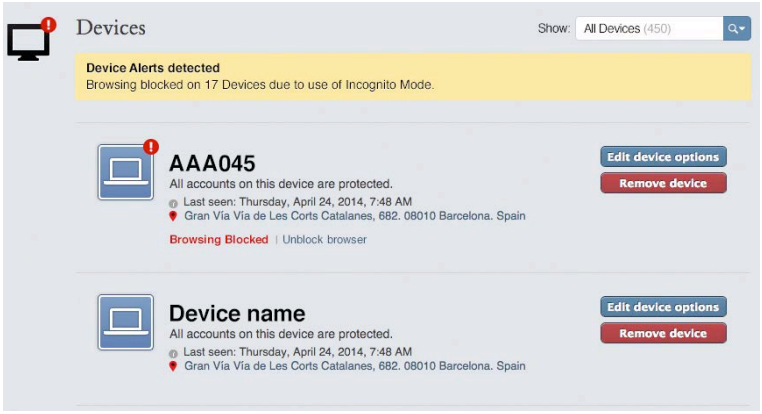
Once this option is set, what happens if Qustodio detects incognito browsing?

- On the device, if Qustodio detects that the user is browsing the Internet in incognito, it completely blocks the use of the web browser. To unlock the device, the administrator of the Qustodio account must enter the Qustodio password.

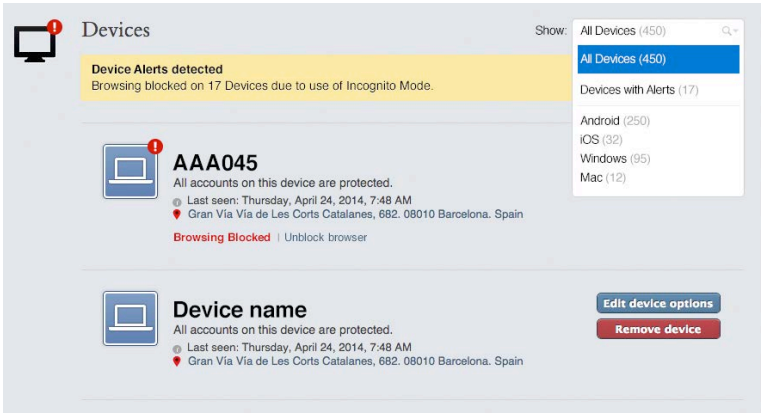
- In the Family Portal, the administrator of the Qustodio account will see a red notification in Settings as shown:


Your Account
Click here to change your account details, including your email address or password.
Children's accounts
Click here to change your children's profiles.
Devices
Click here to change your devices' settings.
Notifications
Click here to configure your email notification settings.

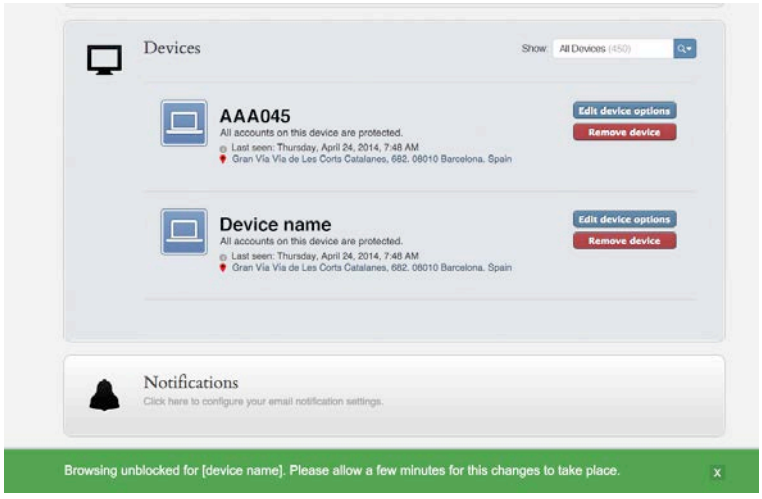
In **Settings > Devices**, notifications are shown to inform the account administrator that a device has been locked due to incognito detection.


Devices
Show: All Devices (450)
Device Alerts detected
Browsing blocked on 17 Devices due to use of Incognito Mode.
AAA045
All accounts on this device are protected.
Last seen: Thursday, April 24, 2014, 7:48 AM
Gran Via Via de Les Corts Catalanes, 682. 08010 Barcelona. Spain
Browsing Blocked | Unblock browser
Edit device options
Remove device
Device name
All accounts on this device are protected.
Last seen: Thursday, April 24, 2014, 7:48 AM
Gran Via Via de Les Corts Catalanes, 682. 08010 Barcelona. Spain
Edit device options
Remove device

It is possible to filter the list of devices using the dropdown in the top right corner of the frame, to quickly identify which ones have been locked, as they are marked in **Devices with Alerts** as shown below:


Devices
Show: All Devices (450)
All Devices (450)
Devices with Alerts (17)
Android (250)
iOS (32)
Windows (95)
Mac (12)
Device Alerts detected
Browsing blocked on 17 Devices due to use of Incognito Mode.
AAA045
All accounts on this device are protected.
Last seen: Thursday, April 24, 2014, 7:48 AM
Gran Via Via de Les Corts Catalanes, 682. 08010 Barcelona. Spain
Browsing Blocked | Unblock browser
Device name
All accounts on this device are protected.
Last seen: Thursday, April 24, 2014, 7:48 AM
Gran Via Via de Les Corts Catalanes, 682. 08010 Barcelona. Spain
Edit device options
Remove device

To unblock the web browser and allow the user to return to normal use, click on **Unblock browser**. The following confirmation message is shown:


Devices
AAA045
All accounts on this device are protected.
Edit device options
Remove device
Device name
All accounts on this device are protected.
Edit device options
Remove device
Notifications
Browsing unblocked for [device name]. Please allow a few minutes for this changes to take place.

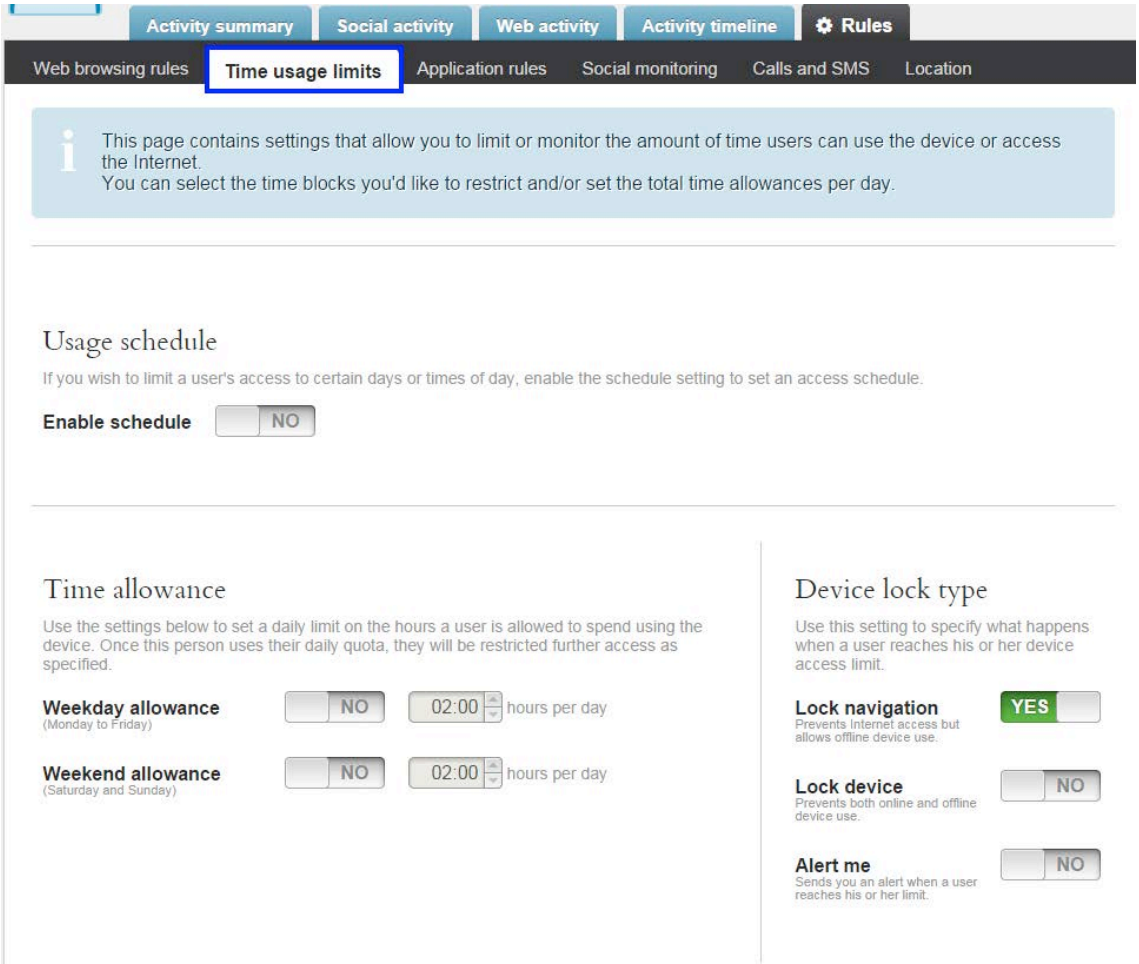
4.3.2. Access times

This page contains settings that enable you to limit or monitor the time a user can spend on a device or on the Internet. You can select the time blocks to restrict and/or set total a time allowance per day. Five minutes before time is up, Qustodio will show a notification on Windows and Mac computers, if the user is not doing any activity in full screen.

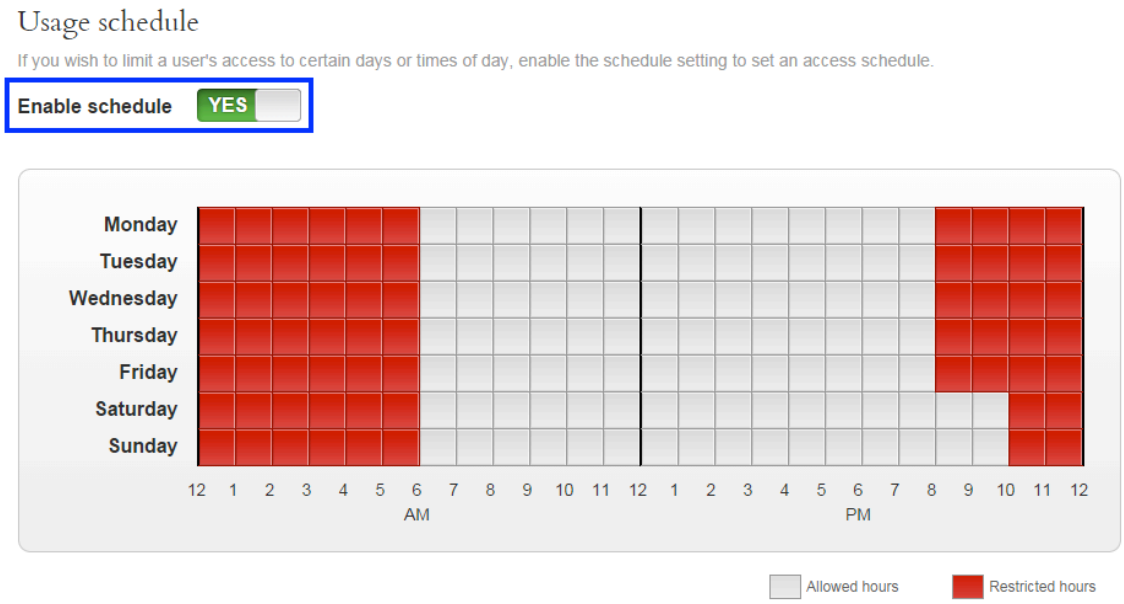
- **Setting a time schedule for internet and/or computer use**

This option allows you to limit the user from accessing the device/Internet during certain time or days.

- Go to **Rules > Time Usage Limits**. The following page is displayed.


Activity summary
Social activity
Web activity
Activity timeline
Rules
Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
This page contains settings that allow you to limit or monitor the amount of time users can use the device or access the Internet.
You can select the time blocks you'd like to restrict and/or set the total time allowances per day.
Usage schedule
If you wish to limit a user's access to certain days or times of day, enable the schedule setting to set an access schedule.
Enable schedule
NO
Time allowance
Use the settings below to set a daily limit on the hours a user is allowed to spend using the device. Once this person uses their daily quota, they will be restricted further access as specified.
Weekday allowance
(Monday to Friday)
NO
02:00
hours per day
Weekend allowance
(Saturday and Sunday)
NO
02:00
hours per day
Device lock type
Use this setting to specify what happens when a user reaches his or her device access limit.
Lock navigation
Prevents Internet access but allows offline device use.
YES
Lock device
Prevents both online and offline device use.
NO
Alert me
Sends you an alert when a user reaches his or her limit.
NO

- In the Usage Schedule section, toggle the **Enable schedule** option to **Yes**.


Usage schedule
If you wish to limit a user's access to certain days or times of day, enable the schedule setting to set an access schedule.
Enable schedule
YES
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
12 1 2 3 4 5 6 7 8 9 10 11 12 1 2 3 4 5 6 7 8 9 10 11 12
AM
PM
Allowed hours
Restricted hours

- Select/deselect the time blocks to restrict/allow access.

- Allowed hours

- Restricted hours

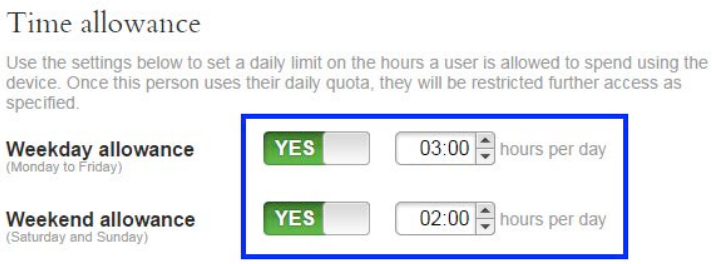
- **Set a time limit per day of Internet and/or computer use**

This option enables you to set daily limits for the user to access the device or Internet.

- Go to **Rules > Time Usage Limits**.

- In the Time allowance section, toggle the Weekday allowance and Weekend allowance to **Yes**.

You can select the number of hours per day by clicking the ▲ and ▼ buttons.


Time allowance
Use the settings below to set a daily limit on the hours a user is allowed to spend using the device. Once this person uses their daily quota, they will be restricted further access as specified.
Weekday allowance
(Monday to Friday)
YES
03:00
hours per day
Weekend allowance
(Saturday and Sunday)
YES
02:00
hours per day

- **Time's up email alerts**

This option enables to receive notifications when the time limit is reached.

- Go to **Rules > Time Usage Limits**.

- In the Device lock type section, toggle the **Alert me** option to **Yes**.

Device lock type
Use this setting to specify what happens when a user reaches his or her device access limit.
Lock navigation
Prevents Internet access but allows offline device use.
YES
Lock device
Prevents both online and offline device use.
NO
Alert me
Sends you an alert when a user reaches his or her limit.
YES

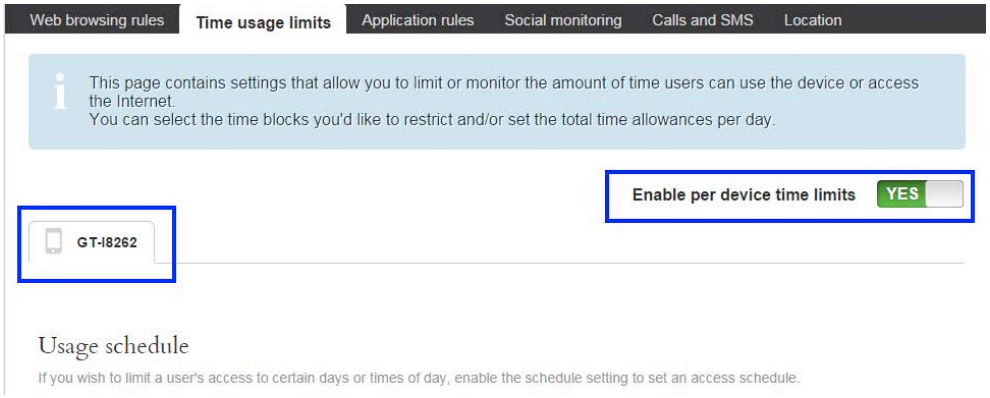
This sends notifications to the account admin when the time limit is reached.

- **Set different time limits for each device**

This option enables you to set time limits for each device to be used.

- Go to **Rules > Time Usage Limits**.

- Toggle the **Enable per device time limits** option to **Yes**. This enables you to monitor and set time limits for each device.


Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
This page contains settings that allow you to limit or monitor the amount of time users can use the device or access the Internet.
You can select the time blocks you'd like to restrict and/or set the total time allowances per day.
Enable per device time limits
YES
GT-I8262
Usage schedule
If you wish to limit a user's access to certain days or times of day, enable the schedule setting to set an access schedule.

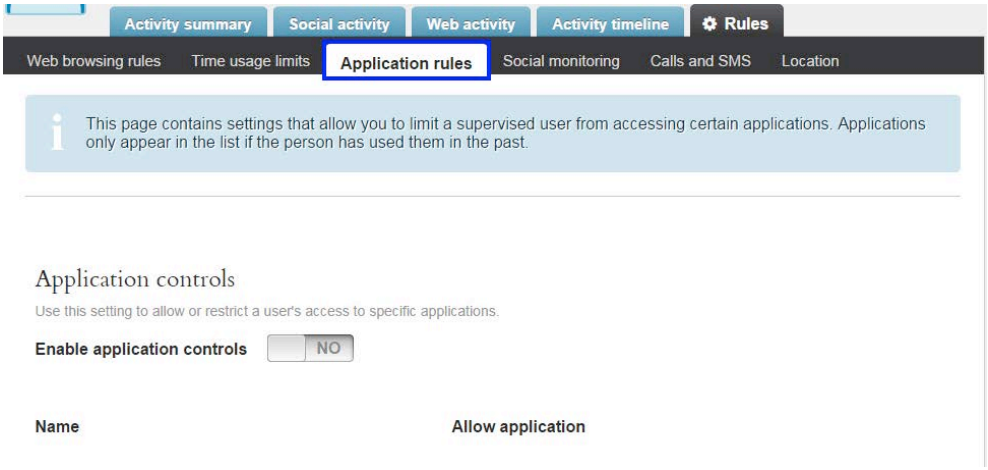
You can now click the required device tab to set specific time limits.

4.3.3. App controls

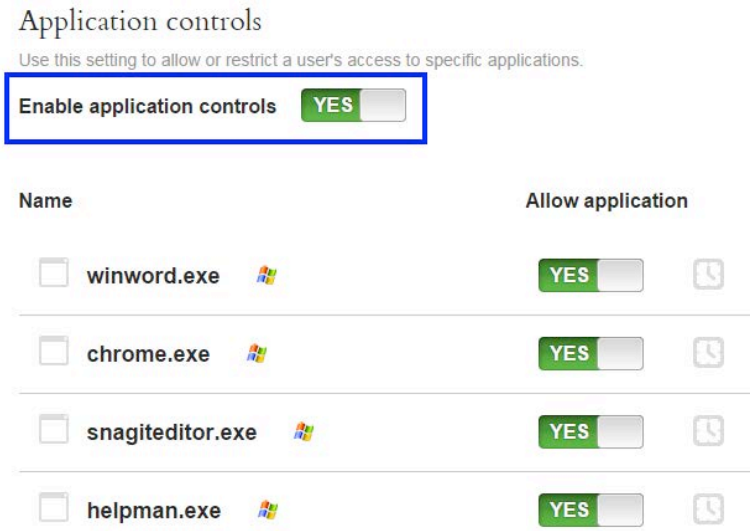
This option enables you to restrict users from accessing certain applications or to set time limits for each application.

- **Allow/block an application**

- Go to **Rules > Application Rules**. The following page is displayed:


Activity summary
Social activity
Web activity
Activity timeline
Rules
Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
This page contains settings that allow you to limit a supervised user from accessing certain applications. Applications only appear in the list if the person has used them in the past.
Application controls
Use this setting to allow or restrict a user's access to specific applications.
Enable application controls
NO
Name
Allow application

- In the Application Controls section, toggle the **Enable application controls** option to **Yes**. This displays the list of applications that are being accessed by the user. Please note that applications will only appear once they've been used at least once by the user.



- To block an application, toggle the **Allow application** option of the corresponding application to **No**.

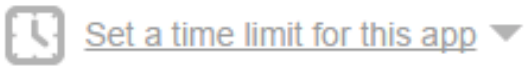
- To allow a blocked application, toggle the **Allow application** option of the blocked application to **Yes**.

- **Setting a time limit for each app**

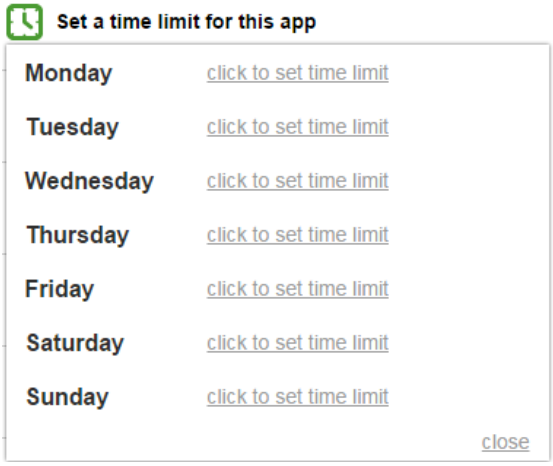
- Go to **Rules > Application Rules**.

- In the Application Controls section, toggle the **Enable application controls** option to **Yes**. The list of applications that have been used at least once on the device is displayed.

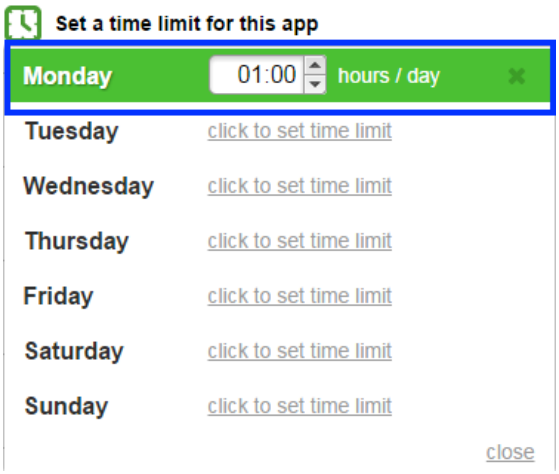
- Move the cursor over the icon. A dropdown is displayed.



- Click the **Set a time limit for this app** dropdown list.



- Click the **click to set time limit** link corresponding to the day. A field to enter the time limit is displayed.



Set the number of hours by clicking the the buttons.

Click **Close**. This activates the time limit for the application.

4.3.4. Social monitoring

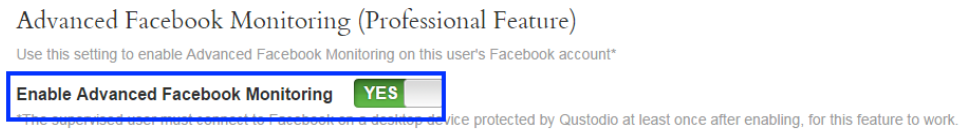
Social Monitoring with Qustodio includes Facebook, Twitter and Yahoo Messenger activities.

- **Monitor Facebook activities**

- Go to **Rules > Social Monitoring**. The following page is displayed.

Activity summary
Social activity
Web activity
Activity timeline
Rules
Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
This page allows you to enable Advanced Facebook Monitoring, a Qustodio Professional feature. This feature allows you to directly connect to a supervised user's account on Facebook in order to monitor social activity in greater detail.*
Advanced Facebook Monitoring (Professional Feature)
Use this setting to enable Advanced Facebook Monitoring on this user's Facebook account*
Enable Advanced Facebook Monitoring
NO
*The supervised user must connect to Facebook on a desktop device protected by Qustodio at least once after enabling, for this feature to work.

- Toggle the **Enable Advanced Facebook Monitoring** option to **Yes**.


Advanced Facebook Monitoring (Professional Feature)
Use this setting to enable Advanced Facebook Monitoring on this user's Facebook account*
Enable Advanced Facebook Monitoring
YES
vice protected by Qustodio at least once after enabling, for this feature to work.

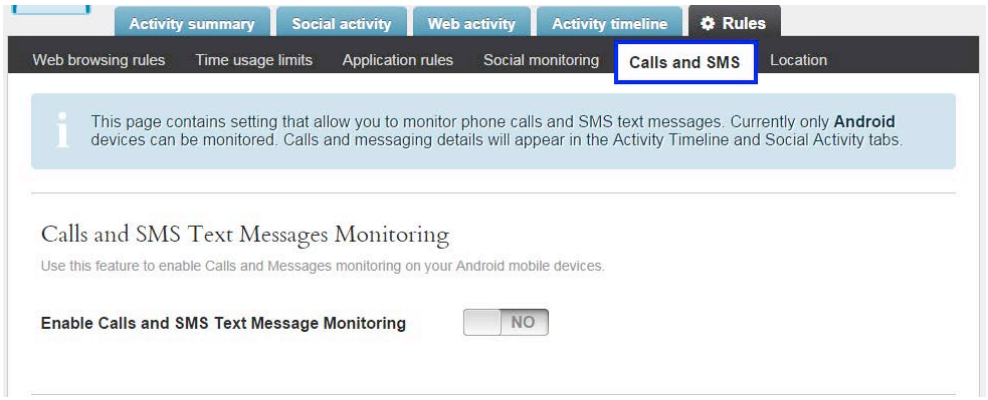
- **Monitor other social networks**

Qustodio automatically monitors Twitter and Yahoo Messenger. In addition, although it does not specifically monitor other social networks, it provides a list of apps used and sites visited and the time spent on each website and apps in **Activity Timeline**.

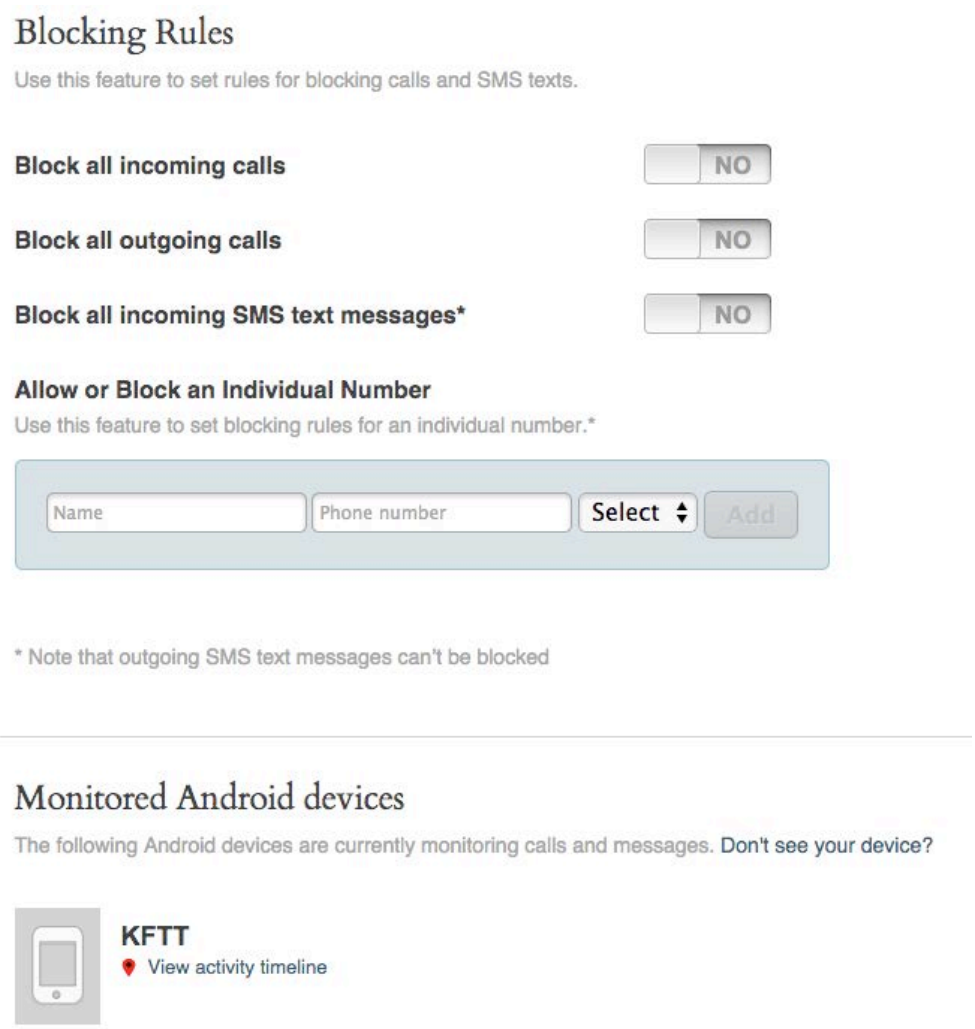
4.3.5. Calls and text messages

This option enables you to monitor and/or block the calls made and received and the text messages sent and received on Android devices. Calls and messaging details appear in the Activity Timeline and Social Activity tabs.

- Go to **Rules > Calls and SMS**. The following page is displayed:


Activity summary
Social activity
Web activity
Activity timeline
Rules
Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
This page contains setting that allow you to monitor phone calls and SMS text messages. Currently only Android devices can be monitored. Calls and messaging details will appear in the Activity Timeline and Social Activity tabs.
Calls and SMS Text Messages Monitoring
Use this feature to enable Calls and Messages monitoring on your Android mobile devices.
Enable Calls and SMS Text Message Monitoring
NO

- In the Calls and SMS Text Messages Monitoring section, toggle the **Enable Calls and SMS Text Message Monitoring** option to **Yes**. The Android devices being monitored will be displayed and all Blocking Rules options will appear as shown below. The different options are to block all incoming calls, all outgoing calls, all incoming text messages or set a specific rule for an individual phone number.


Blocking Rules
Use this feature to set rules for blocking calls and SMS texts.
Block all incoming calls
NO
Block all outgoing calls
NO
Block all incoming SMS text messages*
NO
Allow or Block an Individual Number
Use this feature to set blocking rules for an individual number.*
Name
Phone number
Select
Add
* Note that outgoing SMS text messages can't be blocked
Monitored Android devices
The following Android devices are currently monitoring calls and messages. Don't see your device?
KFTT
View activity timeline

You can then click the **View activity timeline** link to view the calls and SMS updates for the user. Blocked calls and messages will also appear in the activity timeline.

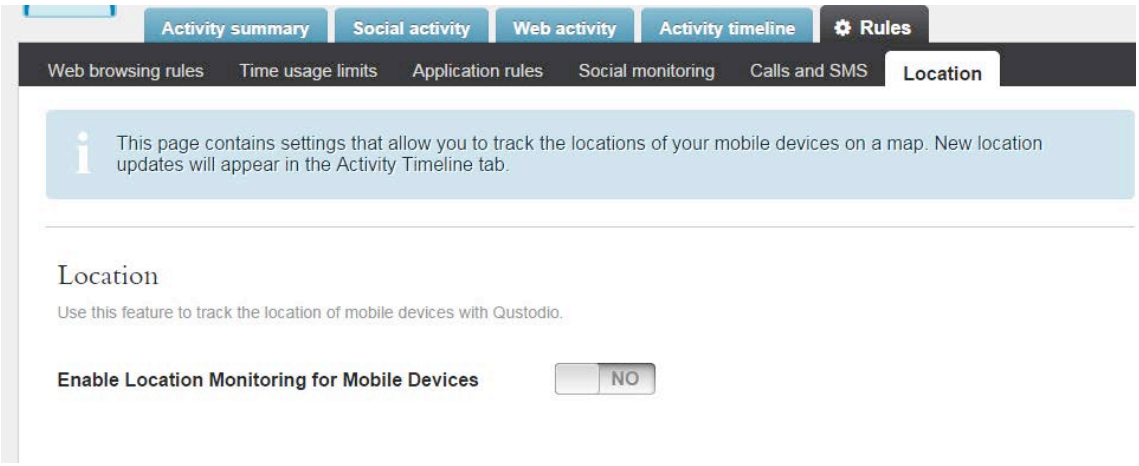
On the device:

- Incoming Calls & SMS: There is no notification to the user when a blocked incoming call or SMS is received. The SMS or call is intercepted by Qustodio and any notifications about the call or SMS will be deleted. However it is important to note that the caller may still be able to leave a voice message. Information about the call or SMS will be reported on the Activity Timeline.
- Outgoing SMS: Outgoing SMS messages cannot be restricted. The only way to restrict outgoing SMS messages is to block the SMS app completely in “Application Rules.” Information about the SMS will be reported on the Activity Timeline.
- Outgoing calls: When a user tries to make an outgoing call they will see a block screen letting them know that calls have been restricted, as shown below. Information about the call will be reported on the Activity Timeline.

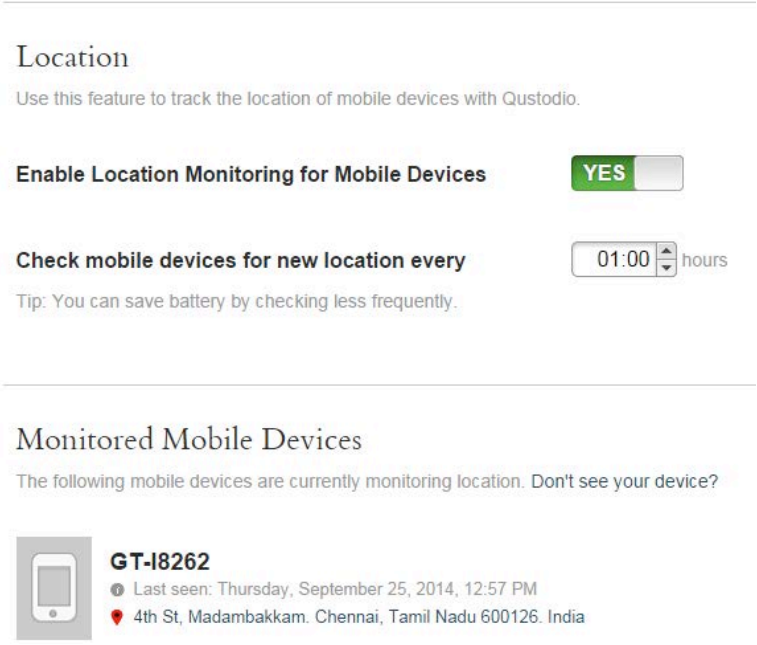
4.3.6. Device location

This option enables you to track the location of Android devices on a map. Location updates are displayed in the Activity Timeline tab.

- Go to **Rules > Location**. The following page is displayed:


Activity summary
Social activity
Web activity
Activity timeline
Rules
Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
This page contains settings that allow you to track the locations of your mobile devices on a map. New location updates will appear in the Activity Timeline tab.
Location
Use this feature to track the location of mobile devices with Qustodio.
Enable Location Monitoring for Mobile Devices
NO

- In the Location section, toggle the **Enable Location Monitoring for Mobile Devices** to **Yes**.


Location
Use this feature to track the location of mobile devices with Qustodio.
Enable Location Monitoring for Mobile Devices
YES
Check mobile devices for new location every
01:00
hours
Tip: You can save battery by checking less frequently.
Monitored Mobile Devices
The following mobile devices are currently monitoring location. Don't see your device?
GT-I8262
Last seen: Thursday, September 25, 2014, 12:57 PM
4th St, Madambakkam. Chennai, Tamil Nadu 600126. India

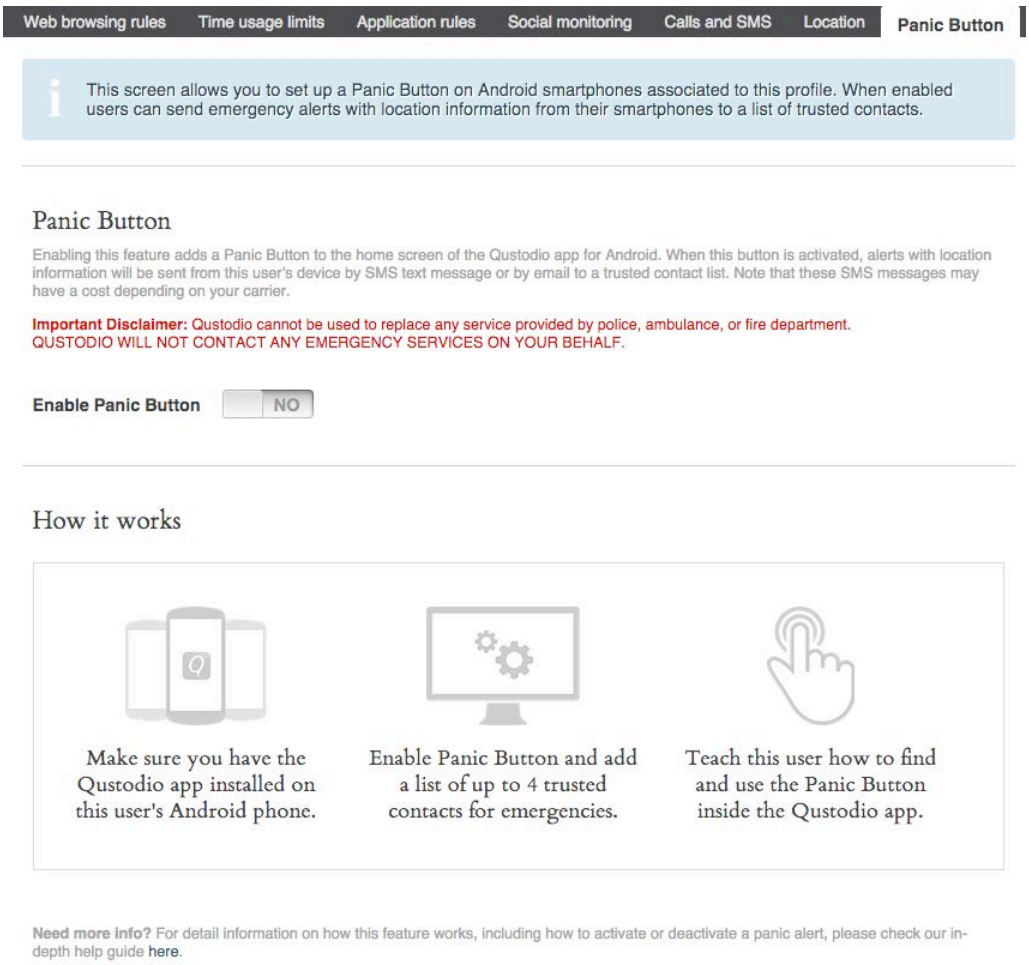
This displays the **Check mobile devices for new location every** field, where you can define the interval to check the new location.

4.3.1. Panic Button

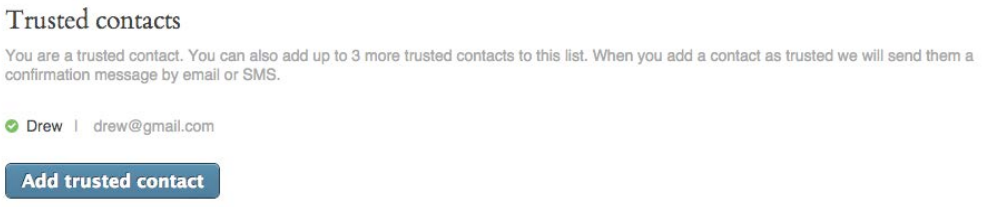
This option allows you to set up a Panic Button on Android smartphones. When enabled, users can send emergency alerts with location information from their smartphones to a list of trusted contacts.

Settings in the Portal

- Go to the Qustodio Portal and then to **Rules > Panic Button**. The following page is displayed:

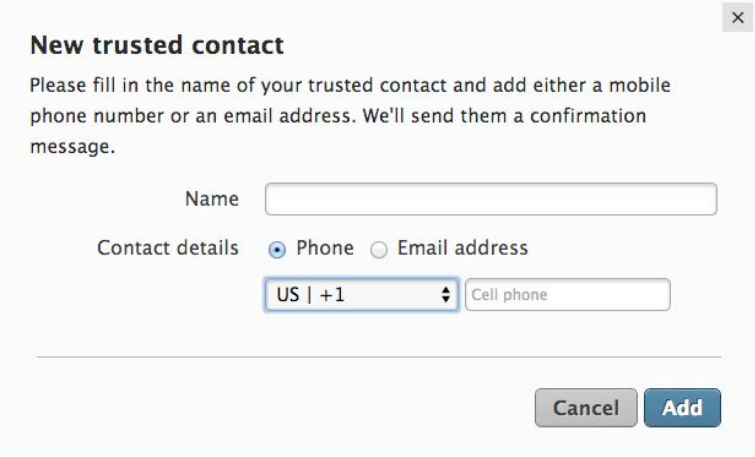

Web browsing rules
Time usage limits
Application rules
Social monitoring
Calls and SMS
Location
Panic Button
This screen allows you to set up a Panic Button on Android smartphones associated to this profile. When enabled users can send emergency alerts with location information from their smartphones to a list of trusted contacts.
Panic Button
Enabling this feature adds a Panic Button to the home screen of the Qustodio app for Android. When this button is activated, alerts with location information will be sent from this user's device by SMS text message or by email to a trusted contact list. Note that these SMS messages may have a cost depending on your carrier.
Important Disclaimer: Qustodio cannot be used to replace any service provided by police, ambulance, or fire department.
QUSTODIO WILL NOT CONTACT ANY EMERGENCY SERVICES ON YOUR BEHALF.
Enable Panic Button
NO
How it works
Make sure you have the Qustodio app installed on this user's Android phone.
Enable Panic Button and add a list of up to 4 trusted contacts for emergencies.
Teach this user how to find and use the Panic Button inside the Qustodio app.
Need more info? For detail information on how this feature works, including how to activate or deactivate a panic alert, please check our in-depth help guide here.

- In the Panic Button section, toggle the **Enable Panic Button** to **Yes**. The following box appears:

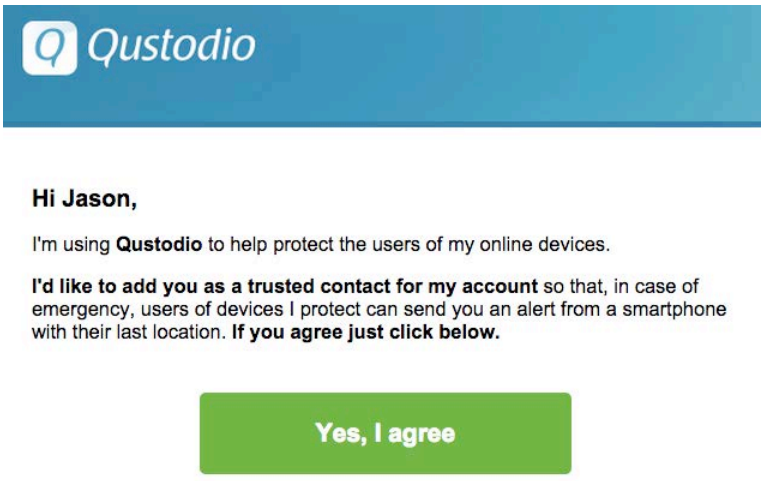

Trusted contacts
You are a trusted contact. You can also add up to 3 more trusted contacts to this list. When you add a contact as trusted we will send them a confirmation message by email or SMS.
Drew | drew@gmail.com
Add trusted contact

By default, the administrator of the Qustodio account is automatically set as a trusted contact for all users associated. This cannot be changed.

- To add up to 3 new trusted contacts, click **Add trusted contact.** The following is displayed:

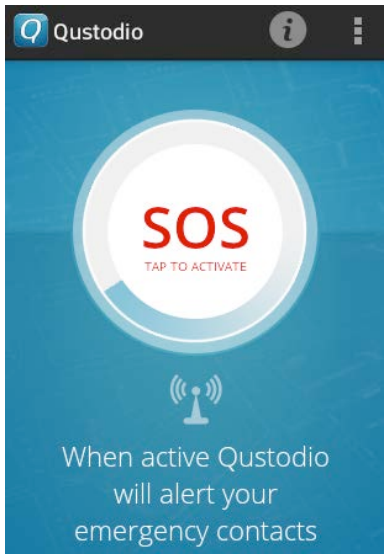

New trusted contact
Please fill in the name of your trusted contact and add either a mobile phone number or an email address. We'll send them a confirmation message.
Name
Contact details
Phone
Email address
US | +1
Cell phone
Cancel
Add

- Fill in the name and contact details and click **Add**. Repeat this process to add other trusted contacts. Note that when you add a new trusted contact, that contact will receive either an email or an SMS message on your behalf, asking them to confirm that they are willing to be a trusted contact for your Qustodio account as shown below. Once a trusted contact is added for one Qustodio profile, they won't have to confirm again for you to add them to another profile.


Qustodio
Hi Jason,
I'm using Qustodio to help protect the users of my online devices.
I'd like to add you as a trusted contact for my account so that, in case of emergency, users of devices I protect can send you an alert from a smartphone with their last location. If you agree just click below.
Yes, I agree

Settings on the Phone

- Go to the Phone and tap the **Qustodio app**. A series of screens explaining how the Panic Button works are shown. Please read them carefully and tap the **SOS bubble**.



This displays a message confirming that you want to activate the Panic Button. Choose the option **Don't ask again**, and click on **Turn on**. Qustodio will activate the Panic Mode and send an alert to all trusted contacts. You will receive an alert by email.

- Once the Panic Button is activated, all trusted contacts for the user receive an "I need help" message with a link to a page with the user's latest location. This link remains active until the Panic mode is canceled. The user's location will be updated every 5 minutes as long as it is on. In the Qustodio Portal, location and calls activity updates will also be reported during the Panic mode, even if these features are turned off in the family portal.

Cancel the Panic Mode

- On the phone, to turn off the Panic Mode, click again on the **SOS bubble** on the home screen of the Qustodio app.

- In the Portal, to turn off the Panic Mode, go to **Rules > Panic Button**. At the bottom of the screen, next to the device, you can turn off the Panic Mode.

4.4. User profiles

4.4.1. Adding new users

You can add new users to be monitored by Qustodio. For this:

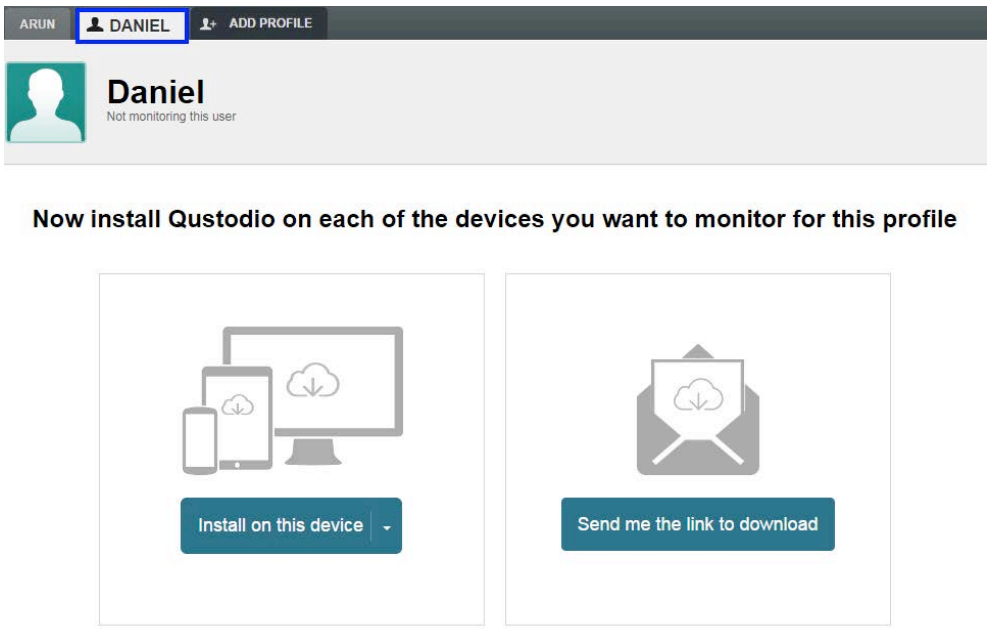
- Go to Settings > Children's Accounts and click **Add Profile**. The following page is displayed:

Note: Professional users can go to **Settings > Supervised users' accounts** and click **Add a new user** to create a new profile.

- Enter the first name of the user in the **First Name** field.

- Select the required **Avatar**.

- Click **Save**. The following page is displayed:

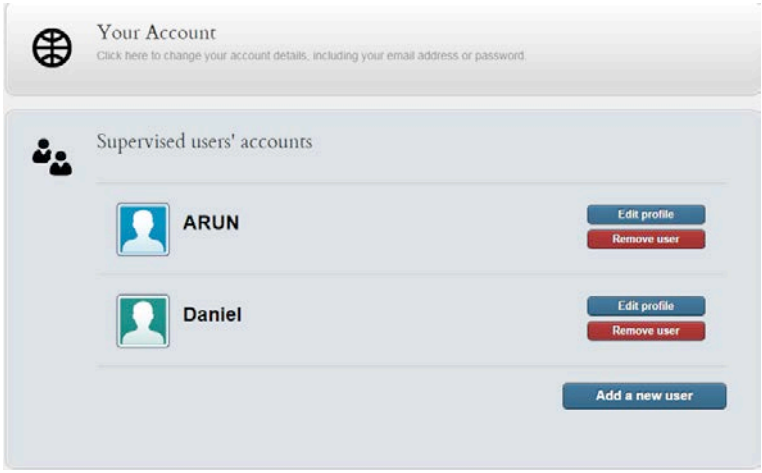

ARUN
DANIEL
ADD PROFILE
Daniel
Not monitoring this user
Now install Qustodio on each of the devices you want to monitor for this profile
Install on this device
Send me the link to download

You can now select the type of device that will be monitored for this profile. Proceed to install Qustodio to start monitoring.

4.4.2. Modifying an existing user

This option allows you to modify a user's details such as the display name and avatar.

- Go to **Settings > Children/User accounts**. The following page is displayed:



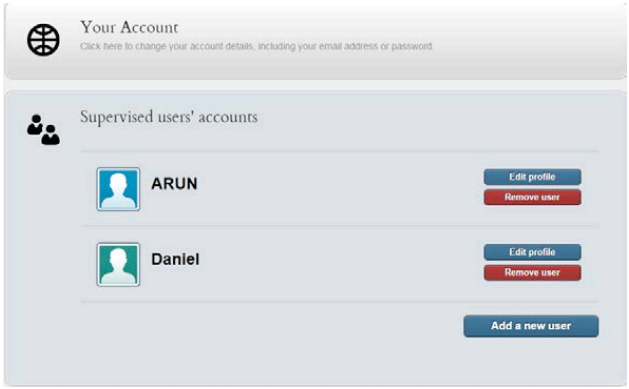
- Click **Edit profile** corresponding to the user that you want to modify. The following page is displayed.

Modify the required details and click **Save**.

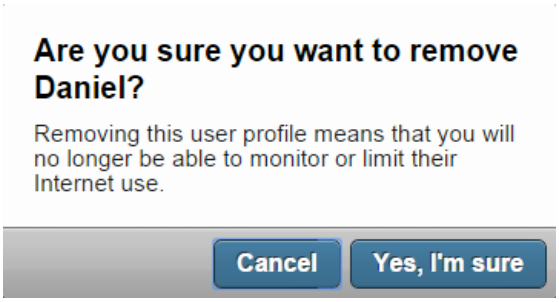
4.4.3. Removing a user

To remove a user:

- Go to **Settings > Children/User accounts**. The following page is displayed:



- Click **Remove user** for the user that you want to remove. The following confirmation window is shown:


Are you sure you want to remove Daniel?
Removing this user profile means that you will no longer be able to monitor or limit their Internet use.
Cancel
Yes, I'm sure

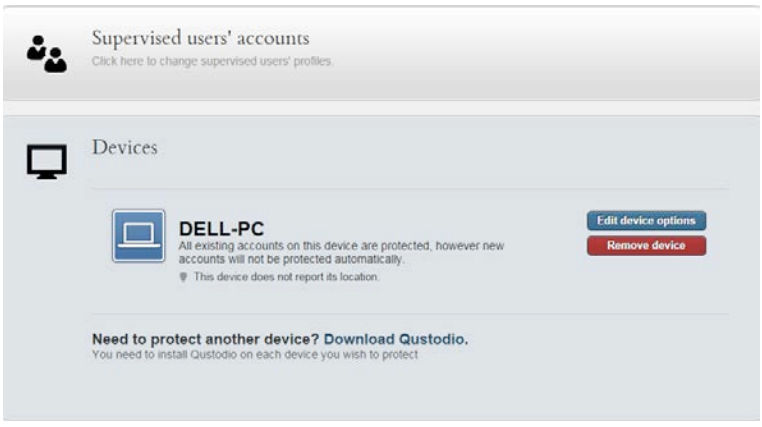
- Click **Yes, I'm sure** to remove the user. This cannot be undone.

4.5. Devices

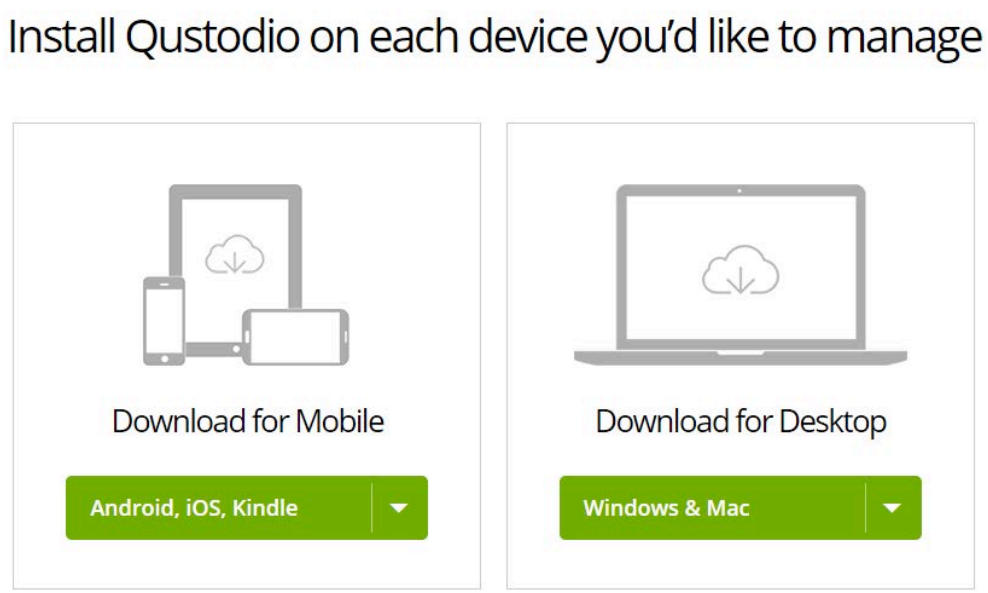
4.5.1. Adding a new device

This option allows you to add new devices to be monitored.

- Go to **Settings > Devices**. The following page is displayed:


Supervised users' accounts
Click here to change supervised users' profiles.
Devices
DELL-PC
All existing accounts on this device are protected, however new accounts will not be protected automatically.
This device does not report its location.
Edit device options
Remove device
Need to protect another device? Download Qustodio.
You need to install Qustodio on each device you wish to protect

- Click the **Download Qustodio** link. The following page is displayed:


Install Qustodio on each device you'd like to manage
Download for Mobile
Android, iOS, Kindle
Download for Desktop
Windows & Mac

- Click to select the appropriate Qustodio version and go through the installation steps.

Once Qustodio is installed on your new device, the device appears in Settings > Devices.

4.5.2. Modifying the settings of an existing device

To modify the settings of an existing device:

- Go to **Settings > Devices**.

- Click **Edit device options** for the device that you would like to modify. The following page is displayed:

- Modify the required details and click **Save**.

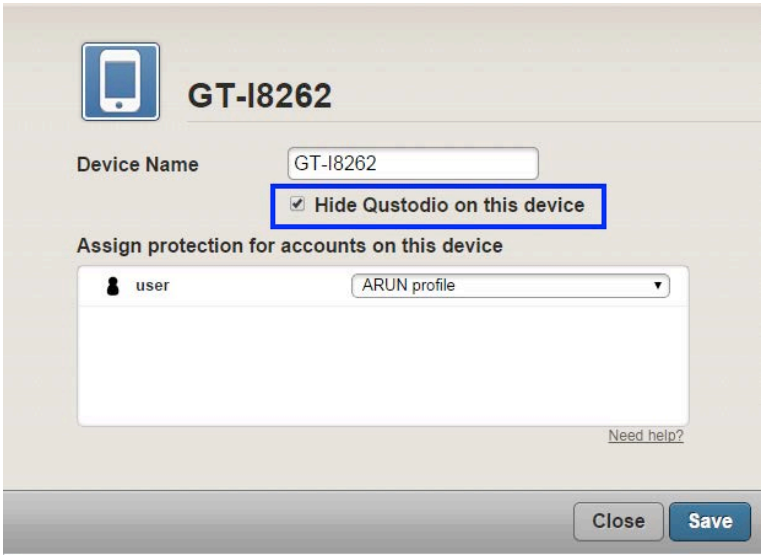
- **Hide Qustodio on a device**

To hide Qustodio from the devices where it is installed, follow these steps:

- Go to **Settings > Devices**.

- Click **Edit device options** for to the device that you want to modify.

- Check the **Hide Qustodio on this device** checkbox. This hides the Qustodio from the device.



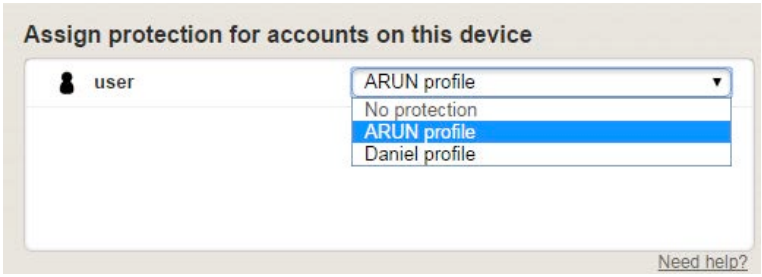
- **Protect individual users on a device with an individual Qustodio profile for each user**

This option enables you protect individual users on a device with specific Qustodio profile.

- Go to **Settings > Devices**.

- Click **Edit device options.**

- Click the dropdown list to select the profile.



- Select the required profile and click **Save** to assign the profile to the user.

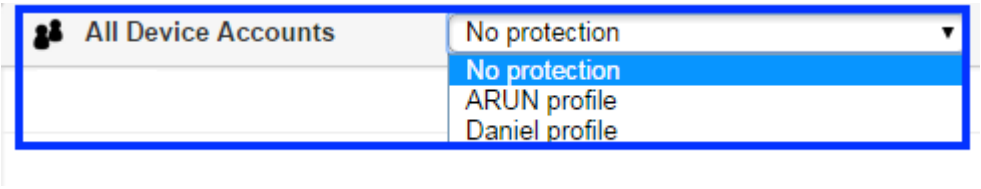
- **Protect all users on a device with a single Qustodio profile**

This option allows you to protect all users on a device with a single profile.

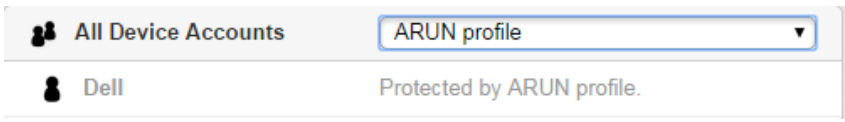
- Go to **Settings > Devices**.

- Click **Edit device options.**

- Click **Click to assign a profile** link corresponding to **All Device Accounts** field to select the profile.



- This disables all the other profiles as shown.



- Click **Save**.

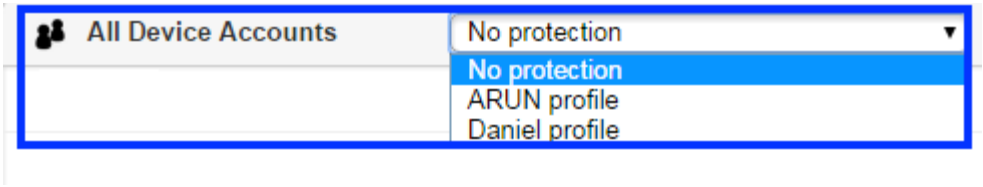
- **Set individual profiles for some users while protecting the rest with a default profile**

This option allows you to assign a default profile for some users while using individual profiles for others.

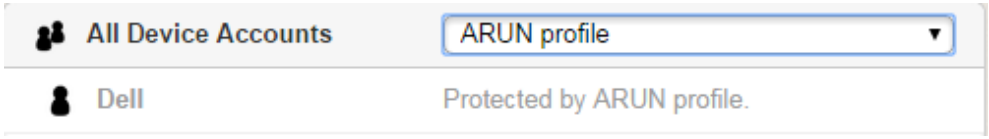
- Go to **Settings > Devices**.

- Click **Edit device options.**

- Click **Click to assign a profile** link corresponding to **All Device Accounts** field to select the profile.

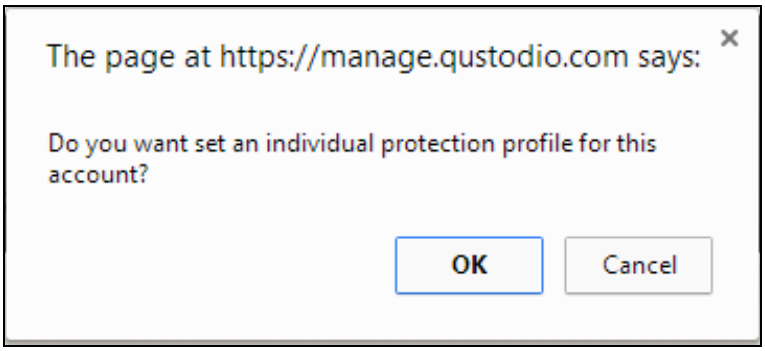


- This disables all the other profiles as shown.

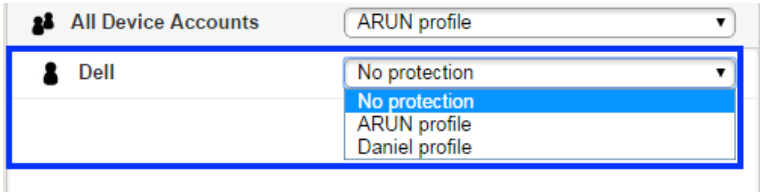


- Click any user you want to protect with a specific profile.

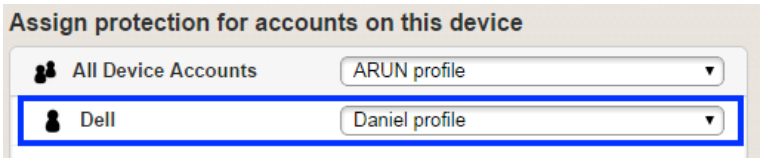
- The following popup message is displayed:



- Click **Ok**. You can then choose the profile as shown:



- Select the profile that you wish to apply and click **Save**.



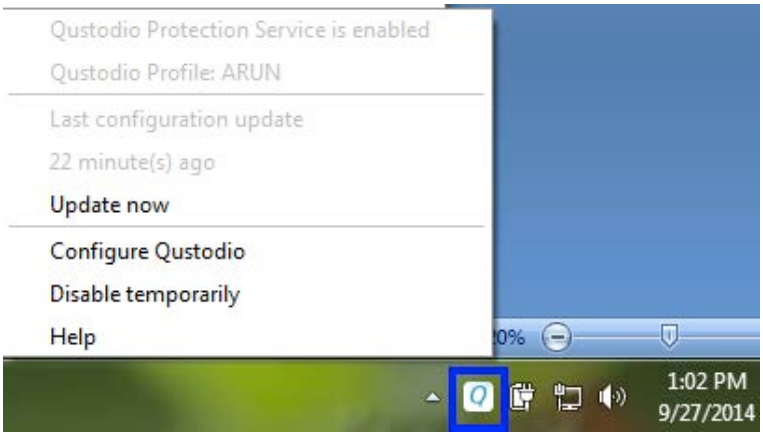
4.5.3. Removing a device

- **Disable Qustodio temporarily**

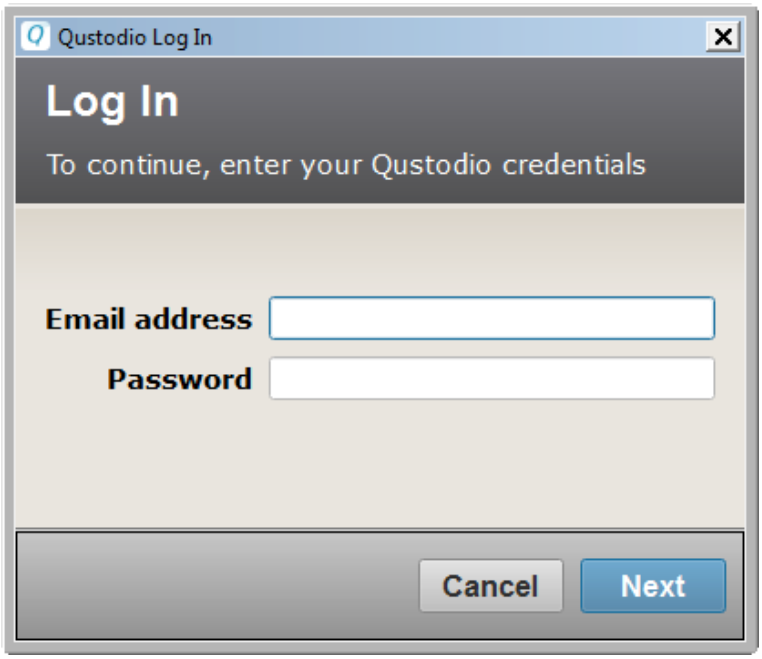
You can disable Qustodio temporarily from your mobile device or desktop. If Qustodio is disabled, it does not protect or monitor the device.

On Windows and Mac

- Click the tray icon.



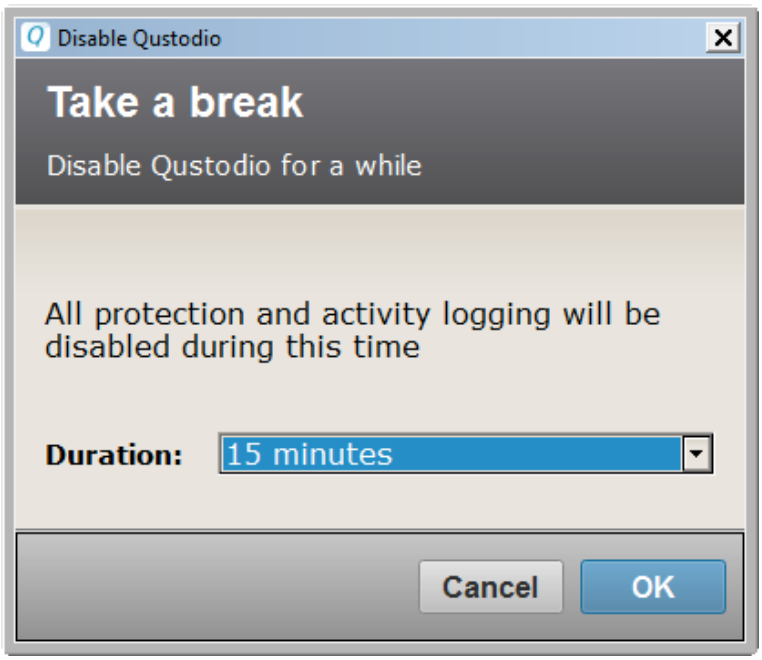
- Click **Disable temporarily**. The following window is displayed:



- Enter the registered email address in the **Email address** field.

- Enter the password in the **Password** field.

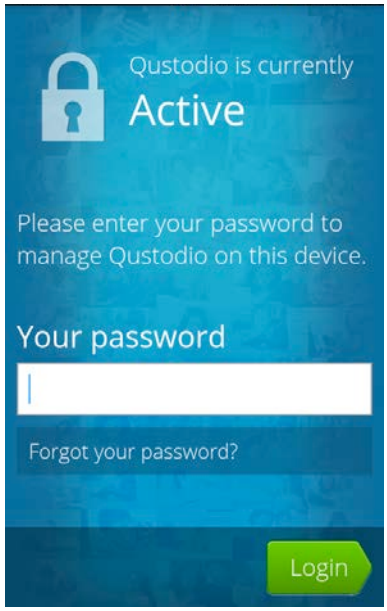
- Click **Next**. The following window is displayed.



- Select the duration in the dropdown list during which you wish to disable Qustodio from monitoring the device and click **OK**.

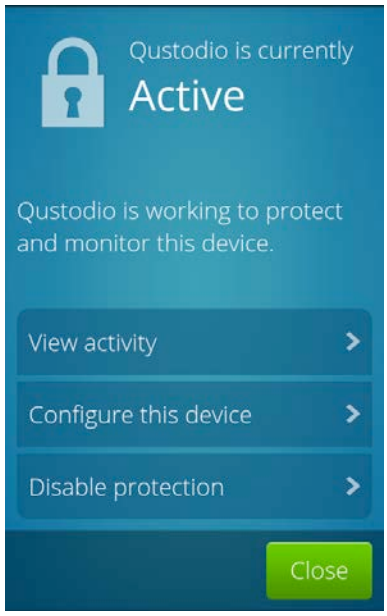
On an Android Device

- Open the Qustodio app on the device. The following page is displayed:

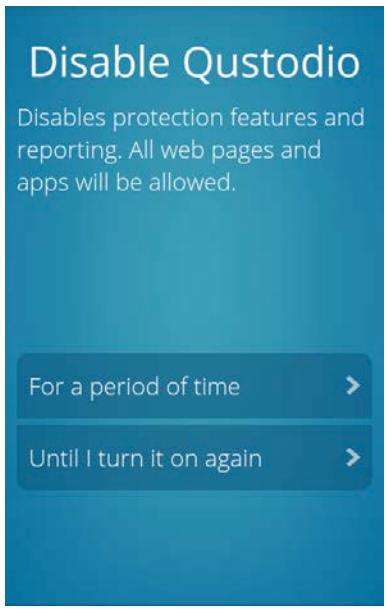


- Enter the password in the **Your password** field.

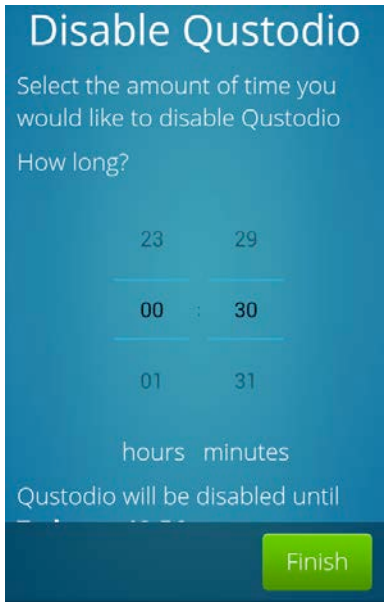
- Click **Login**. The following page is displayed:



- Click **Disable protection**. The following page is displayed:

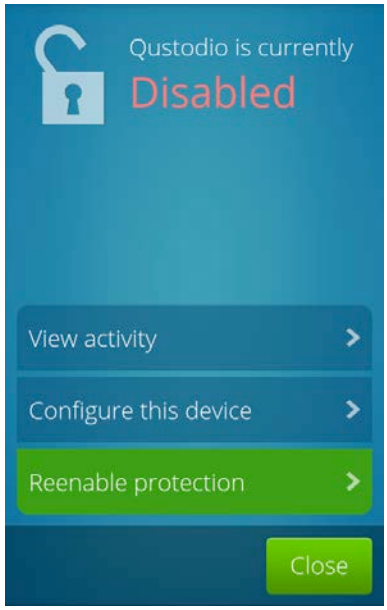

Disable Qustodio
Disables protection features and reporting. All web pages and apps will be allowed.
For a period of time
Until I turn it on again

- To disable Qustodio for a certain period, tap **For a period of time**. The following page is displayed.



- Tap to specify the number of hours you want to disable Qustodio and tap **Finish**.

- To disable Qustodio only until next boot, tap **Until I turn it on again**. The following page is displayed:



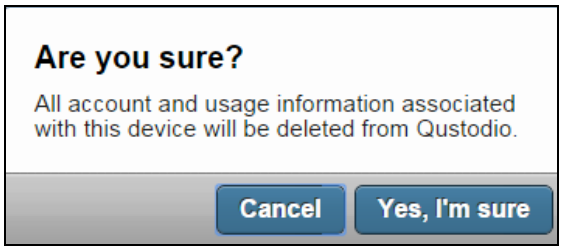
- Click **Close**.

- **Completely remove Qustodio**

To completely remove Qustodio on a device:

- Go to **Settings > Devices**. The following page is displayed.

- Click **Remove device** for the device you want to remove. The following confirmation screen is displayed:

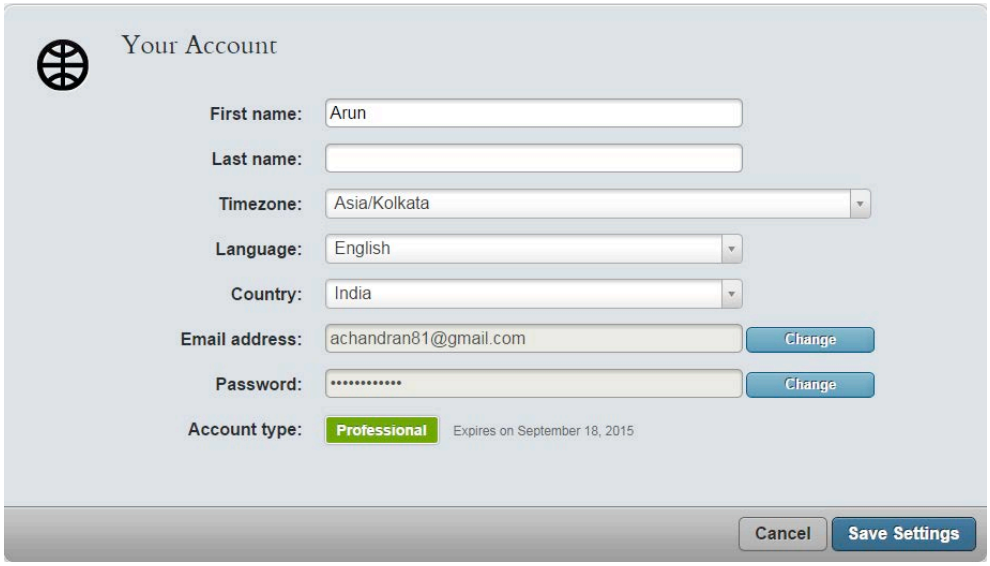

Are you sure?
All account and usage information associated with this device will be deleted from Qustodio.
Cancel
Yes, I'm sure

- Click **Yes, I'm sure** to remove the device.

4.6. Account settings

4.6.1. Changing your account info

- Go to **Settings > Your Account**. The following page is displayed.



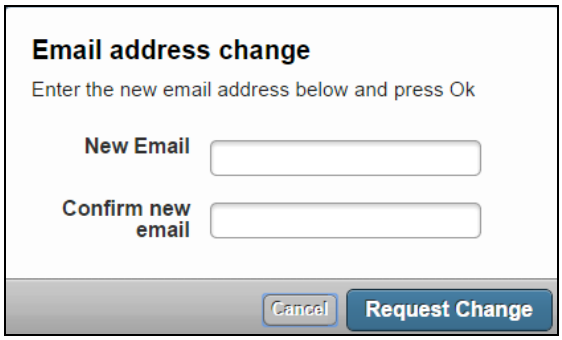
- Modify the required details and click **Save Settings**.

4.6.2. Changing your email address

To change your email address:

- Go to **Settings > Your Account**.

- Click **Change** corresponding to the Email address field. The following popup window is displayed.



- Enter the new email address in the **New Email** field.

- Re-enter the email address in the **Confirm new email** field.

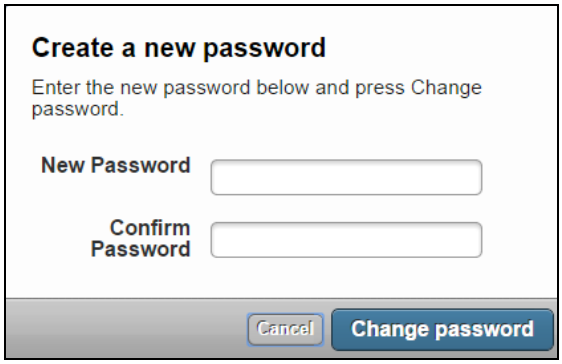
- Click **Request Change**.

4.6.3. Changing your password

To change your password:

- Go to **Settings > Your Account**. The following page is displayed.

- Click **Change** corresponding to the Password field. The following screen is displayed:



- Enter the new password in the New Password field.

- Re-enter the password in the **Confirm Password** field.

- Click **Change password**.

4.6.4. Language selection

To change the language of your Family or Management portal:

- Go to **Settings > Your Account**.

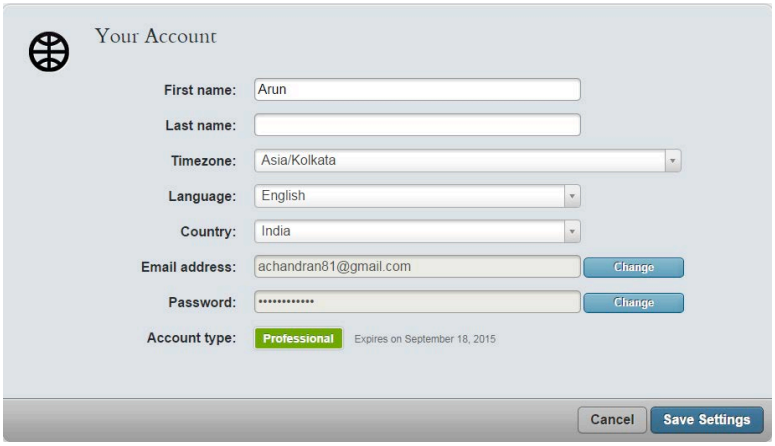
- Click the **Language** dropdown list to select the required change.

- Click **Save Settings**.

4.6.5. Time zone & country

To change the time zone / country of your Family or Management portal:

- Go to **Settings > Your Account**.



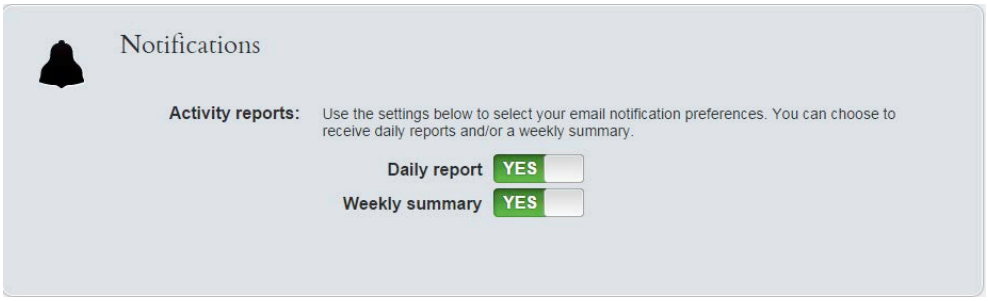
- Click the **Timezone/Country** dropdown list to select the required timezone.

- Click **Save Settings**.

4.6.6. Email notifications

The Email notifications option allows you to define which reports you will receive.

- Go to **Settings > Notifications**. The following page is displayed.


Notifications
Activity reports:
Use the settings below to select your email notification preferences. You can choose to receive daily reports and/or a weekly summary.
Daily report
YES
Weekly summary
YES

- Toggle the Daily and/or Weekly summary option to **Yes / No**, to receive daily/weekly notifications.

To unsubscribe from other email notifications (newsletter, special offers, platform maintenance, etc.), send us an email to unsubscribe@qustodio.com.

5. Uninstalling Qustodio

5.1. Remove Qustodio from your devices

5.1.1. Uninstalling Qustodio from a Windows PC

- Go to Your Family Portal and to **Settings > Devices** and remove the device from there.

- On the computer, go to **Start > Control Panel > Uninstall a Program**.

- Double-click Qustodio from the list or select Qustodio and click Uninstall.

5.1.2. Uninstalling Qustodio from a Mac

- Go to Your Family Portal and to **Settings > Devices** and remove the device from there.

- Go to http://www.qustodio.com/download to download Qustodio for Mac.

- Double-click the .dmg file to mount it.

- The Uninstaller application **Uninstaller.app** can be found in the Qustodio disk image.

- Double-click the **Uninstaller.app** and follow the instructions.

5.1.3. Uninstalling Qustodio from an Android device

To remove Qustodio from an Android device, please follow these steps:

- Go to your Family Portal and then go to **Settings > Devices** and remove the device from there.

- On the device, go to **Settings > Security > Device administrators** and remove Qustodio as a device administrator.

- On the device, go to **Settings > Apps** and click on Qustodio and on Uninstall.

5.1.4. Uninstalling Qustodio from an iOS device

To remove Qustodio from an iOS device:

- Hold the Qustodio icon for a few seconds, until it starts shaking, and then click on the cross to remove it.

- If you have set restrictions on the device, go to **Settings > General > Restrictions** and click on Disable Restrictions.

5.1.5. Uninstalling Qustodio from a Kindle

To remove Qustodio from a Kindle, please follow these steps:

- Go to your Family Portal and then go to **Settings > Devices** and remove the device from there.

- On the device, go to **Settings > Security > Device administrators** and remove Qustodio as a device administrator.

- On the device, go to **Settings > Apps** and click on Qustodio and on Uninstall.

5.2. Closing your account

To close your account, please contact us directly at support@qustodio.com.

6. Technical support

6.1. Troubleshooting

Please read these tips if you experience issues with Qustodio.

- A common cause of issues with Qustodio is an interference with security suites, anti-malware, antivirus, firewalls, system optimization softwares, or other parental controls. If you're using such program, and are experiencing issues with Qustodio, please restart your computer, temporarily disable these software, and then re-download and re-install Qustodio.
- On Android, to avoid any issues, we recommend to activate Qustodio as "device administrator". Also, we recommend increasing security by clicking on Qustodio on the Android device, then on Configure this device, and then Device Settings. Then please turn "ON" the first Qustodio setting.
- On iOS, we recommend setting up proper restrictions, by following these steps:
    - Go to Settings > General > Restrictions
    - Enable restrictions > Create a Passcode
    - Disable Safari and Deleting Apps
    - Delete any other browser applications such as Chrome, Opera, etc.

6.2. Frequently asked questions

- *How is Qustodio for iOS different than for Android and Desktop PCs?*

Qustodio for iOS is a bit different than Qustodio for Android, Mac & Windows. It comes as a safe browser, meaning that it will only protect and monitor web activity done through the application itself. **The user must use the Qustodio safe browser to browse the web, or Qustodio won't be able to pick up any activity**. With Qustodio for iOS, you can monitor web navigation, set restrictions on which websites can be accessed, set time limits for web navigation, and monitor geolocation. All other Qustodio features are not yet supported on iOS devices.

- *Errors in site classifications*

Qustodio analyzes the content of each page each time it is visited. It then decides if the content in unsafe or suspicious, according to the rules you have set, and applies a category to that page. This process is continuously tested and improved, but can still result in errors sometimes, unfortunately. To quickly fix an issue of this type, you can add the site as a "web exception" in your Family Portal in Rules > Web browsing rules.

If you find sites that are incorrectly categorized please email support@qustodio.com with the detail of the site, the classification reported and the suggested category.

6.3. Contact support

To contact our Support Team, please go to www.qustodio.com/help and click the **Get Help** button, or send us en email directly to support@qustodio.com.

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www.qustodio.com // info@qustodio.com